

Policies And Procedures

For
BIG Kids,
Mairehau &
OSCAR on Innes
After School &
Holiday Programmes

PROGRAMME ENVIRONMENT

Standard – The programme provides a safe and positive environment with child-focussed activities. There is an adequate and appropriate space for active indoor and outdoor recreation.

Policy:

1. Neighbourhood Trust believes the children's well-being is paramount and therefore is committed to providing a secure, physical & emotional environment in which children feel safe, to build the children's self esteem, confidence, and develop their character values and future potential and to enable children to gain new skills and creative development.
2. Neighbourhood Trust will include cultural activities as part of their programme each term.
3. Neighbourhood Trust will implement positive behaviour management in all their programmes.
4. Neighbourhood Trust staff will plan a stimulating and varied programme of planned activities which are child-focussed, appropriate for the children's ages and development, allowing for choice which meets their recreational needs. Activities will include but are not limited to: art and crafts, outdoor games, board games, dress up's, puzzles etc. The week's activity plan will be displayed on the wall at the programme.
5. Neighbourhood Trust will ensure their programmes are run in facilities where there is adequate and appropriate space for the number of children participating, taking into consideration the nature of the programme provided.
6. A safe outdoor area will be available for active play.
7. A quiet place will be set aside in each programme.

Procedures:

1. Neighbourhood Trust will acquire CYF's approval for venues used for their programmes.
2. Neighbourhood Trust will promote understanding for other cultures through planned programme activities and consultation with families re specific cultural needs.
3. At the beginning of each term staff, in conjunction with the children participating in the programme, will formulate a set of rules for the programme and discuss the consequences or breaking these rules. Programme rules will be based on respect for each other, staff and equipment. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying. In the first instance, children will be redirected to another activity and then if inappropriate behaviour continues, children will be placed in Time Out. Positive reinforcement will be used at all times. Children will be supervised by a staff member at all times. At no time will punitive discipline be used. This includes punishing the children by physically hitting, withholding of food and drink, abusive, demeaning or condescending comments. At all times staff will maintain a fair, consistent and positive approach to children's behaviour. Parents will be contacted in the case of continual inappropriate or dangerous behaviour.
4. Staff will pre-plan a daily age appropriate programme for all children with a variety of quiet and active activities.

5. Neighbourhood Trust will limit the number of children in a programme relative to the space available at the venue.
6. A hazard check will be done daily to ensure that the outside play area is suitable for safe play.
7. A quiet area will be available to all children in every programme to enable them to read, rest or indulge in quiet activities.

Evidence:

- ◆ Daily Hazard Checklist Form
- ◆ Recent Weekly Planner Forms
- ◆ Rules for the current term displayed on wall

PROGRAMME OPERATION

Standard – Programme providers have written policies to show what the organisation does and written procedures to show how those policies are put into practice.

Policy:

1.
 - I. All children must have fully completed enrolment forms before participating in the programmes.
 - II. All children will be signed in at after school programmes by staff and signed out by authorised adults and access will not be given to anyone without prior authorisation from the child's parent/caregiver. Children will be signed in and out at holiday programmes by their parent/caregiver and access will not be given to anyone without prior authorisation by their parent/caregiver. However, where a parent has requested that a child travel home alone, they must have given us prior authorisation to sign their child out for this purpose.
 - III. Staff will endeavour to locate and confirm the safety of any child booked into the programme who does not arrive.
 - IV. Staff will remain in the programme and continue to have a "duty of care" until every child has been collected.
 - V. It is the parent/caregivers responsibility to ensure their child arrives at the programme. No child will be taken off site without prior parental consent. It is the responsibility of the parent/caregiver to notify the programme of any changes in personal details, custody/access arrangements etc. This information is updated annually.
 - VI. All complaints will be directed to the supervisor of the programme in the first instance and a complaint form filled out. (This information is displayed on wall at programme).
 - VII. Neighbourhood Trust will implement a positive behaviour management in all their programmes.
 - VIII. Neighbourhood Trust will endeavour to include all children in their programmes, however, we reserve the right to decline any child's enrolment due to the inability of the programme to meet the needs of the child or if the quality of care available to the other children on the programme will be compromised.
2. A selection of policies will be reviewed and updated on a bi-annual basis.
3. A copy of all policies will be kept on site and are available to parents/caregivers and staff.
4. Procedures will be updated as required to reflect the current practices of our programmes and any unused policies will be removed.

Procedures:

1. I. Enrolment Procedures:

- a. All families must complete an enrolment form and sign a parent contract before the children can participate in the after school programme.
- b. It is the parent's responsibility to inform the supervisor of any changes (e.g. address, telephone) as stated in the parent contract.
- c. Enrolment forms must include the following:
 - ◆ Child/ren's name, address and home telephone number.
 - ◆ Parent/caregiver's name, work telephone number and two emergency telephone contacts.
 - ◆ Health and medical problems or allergies and the name of the family doctor.
 - ◆ Special instructions regarding access or custody.
 - ◆ Persons authorized and unauthorized to pick up child/ren.
 - ◆ Any other information necessary to provide proper care for the child/ren.
- d. We reserve the right to decline any child's enrolment due to the inability of the programme to meet the needs of the child or if the quality of care available to the other children on the programme would be compromised.

II. Staff will note the time of arrival of the children to the after school programme. Children will be signed out of the programme by the person collecting them, unless staff have been authorised by their parents/caregivers to sign them out to travel home alone. Staff will not release children to anyone unauthorised. If an authorised adult arrives to collect a child, staff will contact parent/caregiver to get verbal approval before releasing child. The children will only be released to people either authorised on their enrolment form or advised subsequently by their parents/caregivers. Staff will remain with the children and continue to have a "duty of care" until they are collected.

III. If a child does not arrive at the programme within 15 minutes of the expected time staff will do the following.

- ◆ Contact the child's school for absentee information.
- ◆ Search the immediate area.
- ◆ Notify the parents.
- ◆ Phone the emergency contacts and/or people authorised to collect the child.
- ◆ Inform the programme co-ordinator and they or the parents/caregivers will contact the Police.

IV. If a child is not collected within 30 minutes of the programme ending staff will do the following.

- ◆ Parents will be contacted.
- ◆ 2 staff will remain with the child and continue to have a "duty of care".
- ◆ Emergency contacts and/or people authorised to collect the child are contacted and will be asked to collect the child.
- ◆ The programme co-ordinator will be informed and they will then contact the Police if necessary.

V. It is the parent/caregivers responsibility to get their child to the programme. Permission will be obtained from the parents/caregivers before transporting children for off-site visits. If transport is in private vehicles, only those with full current driver's licences will be drivers. Private vehicles must have seat-belts for all children, have a current WOF, and registration. Only reputable companies will be used to provide transport. A First Aid kit and any appropriate food, medication or clothing for the outing will be carried. A RAMS form will be completed before leaving the programme. A mobile phone will be carried in each vehicle. If one of the vehicles on the outing breaks down, the driver will immediately use the mobile phone to advise the Supervisor who will take appropriate steps eg. Making alternative arrangements for the children.

VI. Concerns and Complaints Procedure - In general if any parents have complaints about the programme or staff members they should:

- ◆ Approach the supervisor who will listen and reasonably discuss the complaint with the parents/caregivers. If the complaint cannot be resolved in this manner the supervisor will give them a complaint form for completion and forwarding to the management team. Such complaints must be made in writing and must contain details of the grievance and desired outcomes.
- ◆ The programme co-ordinator will respond to the complaint in writing within 14 days where a possible mutual agreement will be sought. If no agreement is reached, the matter is to be mediated.
- ◆ The supervisor will keep the programme co-ordinator informed of any complaints received.
- ◆ If a parent is unhappy with the supervisor they should get a complaint form from the programme co-ordinator.

In general if any staff have complaints about the programme, parents or other staff members they should:

- ◆ In the first instance, approach the programme co-ordinator or if this is not appropriate, they should refer to the Operations Manager of the Neighbourhood Trust.

VII. At the beginning of each term staff, in conjunction with the children participating in the programme, will formulate a set of rules for the programme and discuss the consequences of breaking these rules. Programme rules will be based on respect for each other, staff and equipment. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying. In the first instance, children will be redirected to another activity and then if inappropriate behaviour continues, children will be placed in Time Out. Positive reinforcement will be used at all times. Children will be supervised by a staff member at all times. At no time will punitive discipline be used. This includes punishing the children by physically hitting, withholding of food and drink, abusive, demeaning or condescending comments. At all times staff will maintain a fair, consistent and positive approach to children's behaviour. Parents will be contacted in the case of continual inappropriate or dangerous behaviour.

VIII. Children with special needs will not be excluded from the programme providing that the supervisor is confident that the child's needs can be catered for, without negatively affecting the other children, and the child will benefit from being at the programme. Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the parents/caregivers and included with the child's enrolment form. It is the supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and they feel confident to provide the necessary care. If the child will require further special aids, eg. Modified facilities, extra staff or staff training, the supervisor will consult with the programme co-ordinator who will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the programmes resources.

2. A selection of policies and procedures will be taken in rotation and review bi-annually by programme staff in conjunction with the programme co-ordinator. Procedures will be updated as required to reflect current practices within the programmes.
3. A copy of policies will be kept on site and made available to all parents/caregivers and staff.
4. Refer 2 above.

Evidence:

- ◆ Parent Agreement
- ◆ Parent Information Sheet
- ◆ Enrolment Form
- ◆ Children's Daily After School Programme Attendance Form
- ◆ Children's Daily Holiday Programme Attendance Form
- ◆ Complaint Form
- ◆ Excursion Consent Form

HEALTH AND SAFETY

Standard – Programme providers comply with all relevant health and safety legislation to ensure that children, staff, volunteers and visitors are protected from risk.

Policy:

1. Staff will be trained in health and safety procedures and in the proper use of equipment, and programmes will be run from buildings with current building warrant of fitness.
2. Risk assessments will be done on a daily basis for all programme sites. On-going hazards will be referred to the building owner.
3. An accident register will be maintained on all programme sites.
4. An incident register will be maintained on all programme sites.
5. A fully stocked first-aid kit will be available at all programme sites.
6. Daily recorded safety checks of facilities and equipment will be maintained.
7. All toilets and changing facilities will be safe and appropriate for children.
8. All food preparation will be done in an area which is appropriate and food will be handled safely.
9. Medication will only be given to children following the child's parent/caregiver filling in the Medicine Consent Form.
10. All medication will be stored out the reach of children.
11. All pets kept at the programme will be kept in a clean, healthy enclosure and fed appropriately. Regular attention to their health/grooming will be carried out. Children will be supervised and kept safe when near the animals.
12. Children will be supervised and kept safe when encountering animals.
13. Premises will be cleaned daily and cleaning equipment is always accessible.
14. Children/staff who have been unwell, are not permitted in the programme until they have been 24 hours clear from symptoms.
15. All programmes run by Neighbourhood Trust will be smokefree.
16. Children and staff will wear hats and apply sunscreen when in the sun.

Procedures:

1. At least one staff member on site will hold a current First Aid Certificate and staff will be trained in health and safety procedures to comply with all health and safety legislation. Premises used will have a current Building Warrant of Fitness. Staff will be aware of the buildings safety features eg. Fire extinguishers, fire exits. Induction training will be carried out during the first two weeks of employment and will cover all relevant policies and procedures, safety and health issues, hazard management, accident/incident documentation, safe use of equipment and emergency procedures. All staff will be encouraged to attend all training days run by the OSCAR Network.
2. Staff will complete a daily hazard check. Any risks identified will be transferred to the Minor Maintenance Form and the programme co-ordinator notified. The Programme Co-Coordinator will then deal with the risk identified and take steps to eliminate the risk. A Risk and Management System form will be completed for all off-site visits by the Programme Supervisor in conjunction with other programme staff, and will be reviewed by all staff, including volunteers, prior to the excursion.
3. A fully maintained accident register will be kept on site. All accidents to children, staff or visitors must be documented. In the case of serious harm, an OSH form will be submitted within 7 days of the injury.
4. A fully maintained incident register will be kept on site. All incidents will be recorded.
5. The Supervisor will be responsible for ensuring that the First Aid kit is checked regularly and supplies replenished as required. Staff to sign and date notebook on investigation. First aid kits will be stored out of the reach of children and taken on all off-site visits.
6. Staff will complete a daily hazard check. Any maintenance required will be transferred to the Minor Maintenance Form and the programme co-ordinator notified.
7. Separate toilet facilities will be used by staff and children where possible. If a shared facility is used, no adult will be in the toilet facility at the same time as a child. On off-site visits, toilets will be checked by a staff member before use by children. Children will be allowed to go to the toilet in pairs. If using public toilets, an adult will stand outside. Children will be supervised while using public changing facilities. Staff will not change in front of children.
8. Premises will have a sink, and dishwashing facilities. Food will be prepared, handled and stored hygienically and will be covered. Food will be used before the expiry date. Staff will employ good hygiene practices and wash their hands after using the toilet using hot water and soap, before preparing or handling food and before and after administering first aid. There will be separate basins used for hand-washing and food preparation. There will be adequate waste disposal systems and rubbish or refuse will not be stored within the children's play area.
9. Medicine will not be administered unless a consent form has been signed by parent/caregiver. This must include the dosage and be signed by the supervisor when they administer the medicine. Parents/caregivers must check this form daily.

10. All medication must be labelled, showing child's name and dosage and stored in a locked space.
11. All pets kept at the programme will be cleaned/groomed regularly. All pets will be kept in a clean, healthy and secure enclosure. Children will be supervised when playing with pets. Pets will be removed from the programme if any child presents with severe allergies to that pet. Any potentially unsafe animal will not be kept at the programme.
12. When animals are encountered at the programme or on outings, staff are to keep themselves between the animal/s and the children. If in danger, children are to be removed from the area quickly and quietly.
13. Premises are cleaned daily and cleaning equipment located on site. All dangerous cleaning materials will be stored so that children do not have immediate access to them.
14. Children who may have illnesses which are not infectious, shall not be discriminated against and shall have the same rights as other children to attend. If a child becomes ill during a session, they will be made comfortable, put into a quiet area where they can be observed by staff and the parents/caregivers will be notified as soon as possible. In the event of an accident causing injury to a child or staff member, parents or emergency contact will be notified and an ambulance will be called if necessary.
15. All programmes run by Neighbourhood Trust are smoke free and no smoking will be tolerated on site.
16. In summer all children and staff must wear their own sunhats outside. If parents require children to wear sunblock, they must provide it and the staff will ensure that it is applied to the child/ren before playing outside. Children who do not have a sunhat will be asked to remain inside or play in the shade.

Evidence:

- ◆ First Aid Certificates
- ◆ Daily Hazard Check Form
- ◆ Minor Maintenance Form
- ◆ Risk Management System Form
- ◆ Medicine Consent Form
- ◆ Accident/Incident Report Form
- ◆ Excursion Consent Form

CHILD PROTECTION

Standard – The organisation is committed to the recognition and prevention of abuse of children and young people.

Policy:

1. Supervision of volunteers and visiting adults are the responsibility of the supervisor. They will not be expected to undertake the same level of responsibility as paid staff. Supervisors should ensure volunteers and visitors are never alone with a child or group of children.
2. Staff will act on all allegations of abuse and all situations that raise concern about the safety of a child.
3. Programme staff will act on all suspicions of child abuse by recording all observations and/or incidents and will report their suspicions to the senior staff person and the programme co-ordinator.
4. A minimum of two staff will supervise the programme at all times.
5. Programme staff and volunteers will be provided with a code of behaviour, which outlines appropriate behaviour, supervision, and the prevention, detection and reporting of child abuse.
6. Training will be provided to all staff in behaviour management, health and safety, emergencies and identifying signs of and responding to, suspected child abuse.
7. New staff will be given induction training to explain the Neighbourhood Trust Policies and Procedures.

Procedures:

1. Volunteers must undergo the same security checks as staff (over 17 years must have Police security check) and cannot start until the Police check is completed. Volunteers under the age of 17 years must have the approval of the management team. They should not be expected to undertake the same level of responsibility as paid staff. Efforts will be made to include volunteers in planning and training as appropriate. All adult visitors to the programme will be supervised and visible to staff when on site.
2. Staff will act on all allegations of abuse and all situations that raise concern about the safety of a child by doing the following:
 - ◆ If abuse is suspected or a child discloses abuse staff will record incidents or observations or what the child says.
 - ◆ No staff member should act alone but will advise the supervisor, programme co-ordinator and/or Neighbourhood Trust Operations Manager of suspicions. However, staff have the right to report suspected abuse directly to Child Youth and Family or the Police if they feel the child's immediate safety is threatened. (Section 15 CYP&F Act)

- ◆ The Programme Co-Ordinator in conjunction with the Neighbourhood Trust Operations Manager will take responsibility to seek advice from Child, Youth and Family or the Police and ascertain what steps should be taken. Refer to Flow Chart for clear guideline of steps to follow. The Trust and staff will not assume responsibility beyond their level of expertise.
 - ◆ The wellbeing and safety of the child will be the primary concern when any decision or action is taken regarding suspected abuse. Staff and the Neighbourhood Trust do not need parents/caregivers permission to report suspected abuse to the Police or Child Youth and Family.
3. All suspicions of abuse or situations that raise concern about a child's safety will be recorded in the programme's accident/incident book, signed and dated and the Programme Co-Ordinator will be informed. The Programme Co-Ordinator will sign and date accident/incident book at the time of being informed.

In the event of a staff member suspect another member of staff has abused a child, the following steps will be followed:

- ◆ Report suspicions to Programme Co-Ordinator or Operations Manager of Neighbourhood Trust.
 - ◆ Evidence of factual concerns or observations will be documented, dated and signed. All information will be treated as confidential. Staff will be treated with respect and supported and will be advised of their right to seek independent legal advice.
 - ◆ Management will consult with Child Youth and Family or Police for further advice.
 - ◆ No child will be questioned about the suspected abuse. The interests of the child will be paramount and management will not act to protect the organisation.
4. The Programme Co-Ordinator will ensure that a minimum of two staff will be working at the programme at all times.
5. All programme staff, including volunteers will be provided with a copy of the Neighbourhood Trust After School and Holiday Programmes Code of Behaviour as part of their induction training. Failure to comply with the Code of Behaviour will result in disciplinary action as outlined in the Staff Contracts.
6. All staff will receive training in programme policies and procedures for dealing with suspected abuse and training in recognising indicators of abuse. The minimum training provided will be in-house training provided by Neighbourhood Trust management.

The Child Youth and Family Call Centre (0508 FAMILY) can be called for advice without identifying children, the caller or making an official notification.

Evidence:

- ◆ Neighbourhood Trust After School and Holiday Programmes Code of Behaviour
- ◆ Current Staff Police Security Checks
- ◆ In-house Training Book
- ◆ Staff Training Certificates
- ◆ Flow Chart

PROGRAMME SUPERVISION

Standard – Children are supervised by a minimum of 2 staff and are within sight and sound of a staff member at all times.

Policy:

1. Children are supervised by a minimum of 2 staff (the Supervisor & one other staff member) and are within sight and sound of a staff member at all times while in the programme. However when children are being transported in a vehicle, there may be only 1 adult in the vehicle.
2. Programme supervisor will be in attendance at the programme during operational hours.
3. All staff and volunteers counted for the child/staff ratio are 16 years or older. Staff and volunteers under age 16 will be actively supervised by a person over the age of 16 at all times.
4. The management and overall site supervision will be carried out by an adult aged 20 years or over.
5. Minimum ratio of staff to children will be one staff member to ten children on site and one staff member to eight children off-site. Activities with a high-risk element, including activities involving water, will have a ratio of one staff member to five children.
6. Clear daily attendance records will be kept ensuring staff know at all times which children are at the programmes and where they are.
7. Procedures are in place to ensure no child plays in the car park or alongside any unfenced boundary or near a road.
8. A written risk assessment to determine the appropriate child/staff ratio will be completed prior to any off-site excursions, including those involving water.

Procedures:

1. All children and staff will be aware of play boundaries and these will be enforced to ensure all children stay within sight and sound of supervising staff at all times. Staff will position themselves where they have a wide view and at a reasonable distance that they can assist or intervene as necessary. Staff will communicate with each other to ensure all play areas are covered. No staff or adult visitors will be alone with an individual child out of view of other staff. Visitors will be supervised as per Child Protection Policy. Programmes will have an open door policy.
2. The programme supervisor will be attendance at the programme during the operational hours of the programme.

3. No staff or volunteer under the age of 16 years will be counted in the staff/child ratio. However volunteers under the age of 16 years will be actively supervised and supported by an older staff member at all times.
4. At least one person aged 20 years or over will be on site at all times and will have overall responsibility for the supervision of staff and children.
5. Roll numbers will be limited to ensure staff/child ratios as set out by Child Youth and Family are adhered to. Activities with a higher risk factor will have a lower staff/child ratio.
6. Daily child attendance records will be maintained to ensure staff know where all children are at all times.
7. Children will stay within the set play boundaries of the programme. No play will be allowed near a carpark, roads or unfenced boundaries.
8. A written risk assessment management form will be completed prior to any off-site excursion by Programme Supervisor in conjunction with other programme staff and will be reviewed with all staff, including volunteers, prior to the excursion.

Evidence:

- ◆ Risk Assessment Management Form
- ◆ Daily Attendance Sheets
- ◆ Job Descriptions

EMERGENCIES

Standard – All staff and volunteers are training in fire, earthquake drills and other emergency procedures.

Policy:

1. In case of fire, earthquake or other emergencies all staff will follow the applicable procedure for that emergency. There will be a central assembly location for children to meet staff in case of evacuation.
2. All staff will be trained in emergency procedures and the evacuation plan.
3. Emergency procedures will be clearly displayed and drills will be recorded and carried out regularly.
4. Programme will have an evacuation plan to ensure everyone leaves the area of danger and moves to the assembly area quickly, everyone is accounted for against an accurate attendance sheet and children will be supervised in the assembly area.
5. The programme will keep a record of each emergency drill, when it was held and the names of staff and volunteers who participated.
6. At least one staff member who holds a current first aid certificate will be on site at all times.

Procedures:

1. a) In the case of fire, fire alarm will immediately be activated by a staff member, staff and children will be evacuated from the building in an orderly manner, to the central assembly location by the shortest and safest escape route, the assistant will check the toilets, corridors etc. to ensure no-one remains in the building, the supervisor will take the attendance sheet and cell-phone, shutting windows and doors on their way out. Once outside the supervisor will check all children and staff are accounted for and will then call the fire service. The programme assistant will reassure and comfort children as required. Parents/caregivers will be called as soon as practicable. All staff will know where to turn off water supply and electricity.
- b) In the case of an earthquake, staff should call “EARTHQUAKE”, children should be directed to take cover under the nearest desk or table and hold on to the legs firmly, staff should brace themselves in an open doorway so they can observe two separate areas and supervise children. Everyone should remain in the building until the shaking stops and the supervisor gives the “all clear”. If cover is not available children should drop to their knees, away from the windows and adopt the “turtle” position –keep knees together, clasp both hands firmly together behind head, bury their face in their arms protecting their head, close eyes tightly and stay in this position until it is safe to move. In an earthquake this may be several minutes (and may seem much longer). If outside the building, staff should give the alarm “EARTHQUAKE”. If all children are clear of the building and other hazards which could fall on them, they should sit down at once. If there are potential hazards in

the area, staff should assist children to the safe assembly point and have them sit down there until the “all clear” is given.

- c) For other emergencies, follow instructions given by Civil Defence.
2. Staff will be given in-house training in emergency procedures and will know what to do when a situation arises.
3. Emergency Procedures will be clearly displayed at all programme venues. Drills will be carried out at least once per term for after school programmes and at least once per fortnight during holiday programmes. For the purposes of a Fire Drill, the monitored Fire Alarm will not be activated, but staff will give the alarm “FIRE”. Drills will be recorded noting which staff were in attendance.
4. Children will be taught what to do when instructed to evacuate the building and will be taught where their safe assembly location is on site. All evacuation procedures will be planned so that people spend as little time as possible in potential danger spots (these may vary according to the hazard – fire, earthquake etc). Staff and children should evacuate the building in an orderly manner using the shortest and safest escape route, the assistant will check the toilets, corridors etc. to ensure no-one remains in the building, the supervisor will take the attendance sheet and cell-phone. Once outside the supervisor will check all children and staff are accounted for. Children will be kept together and supervised. The programme assistant will reassure and comfort children as required. Parents/caregivers will be called as soon as practicable.
5. A record will be kept which lists the dates and types of all drills held and the names of staff and volunteers who participated in the drill.
6. All our staff will hold a current First Aid Certificate to ensure that children will always be supervised by a staff member with First Aid knowledge.

Evidence:

- ◆ Copy of staff First Aid Certificates
- ◆ Emergency Drills records
- ◆ Copy of Evacuation Plan
- ◆ Staff in-house training book

STAFF AND MANAGEMENT

Standard – The programme has a sufficient body of qualified and competent staff both to deliver and support the service.

Policy:

1. Neighbourhood Trust will ensure quality care is provided through fair and consistent recruitment procedures and supervision and training of all staff including relievers and volunteers. All relevant legal requirements will be adhered to.
2. Neighbourhood Trust will consider all relevant aspects of the applicant's background including their level of maturity, experience and training.
3. Neighbourhood Trust will contact at least two referees prior to appointment.
4. Neighbourhood Trust would consider anyone who is a volunteer, a paid staff member or part of the programme management team to be defined as staff.
5. No person under the age of 16 will be counted in the staff/child ratio at the programme.
6. The management and overall site supervision will be carried out by an adult aged 20 years or over.
7. Neighbourhood Trust will have an employment contract or a written agreement of service, with a specified job description with all staff including volunteers and casual workers.
8. Neighbourhood Trust will provide adequate training and support for all staff.
9. Neighbourhood Trust will use an effective performance management system for all staff.
10. Neighbourhood Trust staff will be clear about their areas of responsibility and expectations of their work and behaviour and the obligations to the children in their care.
11. Police vetting will be conducted for all staff, management and governance and will be repeated at two yearly intervals.
12. Neighbourhood Trust will not employ any person in a paid or voluntary capacity including those in governance and management positions, who have a conviction for sexual crimes or for an offence involving the harm or exploitation of children.

Procedures:

1. All paid staff will be recruited by the following procedure:
 - a) All positions will be advertised and a short list of applicants drawn up for interviewing.
 - b) Interviews will be carried out by the management team. An interview form will be filled out.
 - c) All applicants will be required to provide the names of at least two referees. It is the management team's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children. A referee check sheet will be completed.
 - d) A Police check will be carried out on the preferred candidate. On the basis of the result, the management team will exercise its discretion as to whether the candidate is suitable or unsuitable for appointment. No person with a conviction for sexual crimes may be employed in this capacity.
 - e) The appointment is to be ratified by the Neighbourhood Trust.
 - f) Applicants will be informed of the final decision in writing.

Suitable voluntary staff will be recruited as they become available. All voluntary applicants will be required to provide the names of at least two referees. It is the management team's responsibility to contact the referees for verification of the applicant's suitability to work with children. A referee check sheet will be completed. A Police check will be carried out on all volunteers. On the basis of the result the management team will exercise its discretion as to the suitability of the volunteer.

2. Neighbourhood Trust will consider all relevant aspects of the applicant's background including experience, level of maturity and previous training. All staff will have experience and/or training in school age childcare and/or recreation. Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.
3. It is the management team's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children. A referee check sheet will be completed.
4. Neighbourhood Trust would consider anyone who is a volunteer, a paid staff member or on a management team to be defined as staff.
5. No staff or volunteer under the age of 16 years will be counted in the staff/child ratio. However volunteers under the age of 16 years will be actively supervised and supported by an older staff member at all times.
6. At least one person aged 20 years or over will be on site at all times and will have overall responsibility for the supervision of staff and children.
7. Staff will be provided with a full job description that states responsibilities, skills, certification and standards required. A written contract clearly setting out wages and conditions of work will be signed by the staff member. Voluntary staff will be provided with a Job Description and will complete a Neighbourhood Trust Service Agreement.

8. The management team is responsible for ensuring that all staff are sufficiently trained in First Aid, emergency procedures, child management and all relevant policies and procedures to ensure the safety of children at all times. New, young or less experienced staff will receive adequate support and/or supervision. Induction training will be carried out as per 'Health & Safety' procedures. Where relevant, staff will be offered training opportunities.
9. Performance appraisals will be carried out annually for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme. These will be recorded and a copy given to the staff member. Identified issues will be followed up by the programme co-ordinator. All appraisals will be confidential within the management team and the Neighbourhood Trust, however, Child Youth and Family may view them if necessary.
10. Staff will be given a job description, a full employment contract and a Code of Behaviour. Staff will be aware that their obligation to the children continues until the parent/caregiver collects the child from the programme.
11. All staff 17 years or older will be police vetted by the Licensing and Vetting Service, Police National Headquarters, Wellington every two years. Offers of employment cannot be finalised until Police vetting confirms a candidate's suitability.
12. No person with a conviction for sexual crimes or for any offence involving the harm and/or exploitation of children will be employed by the Neighbourhood Trust. The process for dealing with accusations of serious misconduct are cited in 'Child Protection' policies and procedures.

Evidence:

- ◆ Interview Form
- ◆ Referee Check Form
- ◆ Copy of staff contract
- ◆ Training Certificates
- ◆ Job Description
- ◆ Code of Behaviour
- ◆ Police Vetting Form
- ◆ Volunteer Service Agreement

BUILDING AND FACILITIES

Standard – Premises are safe and comply with all relevant legislation as well as local city or district council requirements. Potential hazards to the safety of children are repaired, removed or made inaccessible.

Policy:

1. Programmes will operate in buildings which have a current annual Warrant of Fitness. Staff will be made aware of the building's safety features (eg. Fire Extinguishers, Fire Exits) and evacuation plan.
2. Emergency procedures will be specific and prominently displayed.
3. Emergency exits will be made known to all attending.
4. Exit signs will be clearly displayed on all exits.
5. Premises, grounds and all equipment and furnishings used by the programme will be maintained in a safe, clean and hygienic condition.
6. A mobile phone will be at each programme at all times, including off-site excursions.

Procedures:

1. Programmes will operate in buildings which have a current annual Warrant of Fitness. Staff will be made aware of the building's safety features (eg. Fire Extinguishers, Fire Exits).
2. Emergency procedures will be specific and prominently displayed.
3. Emergency exits will be made known to all attending.
4. Exit signs will be clearly displayed on all exits.
5. Facilities will be cleaned daily. Buildings and grounds will be checked daily by staff and recorded on the Daily Hazard Check Form.
6. The supervisor of each programme is responsible for ensuring the programme cellphone is on site daily. All parents/caregivers will be advised of the number. Cellphone will be taken on all off-site excursions. If it is necessary to use a phone in an area with no cellphone coverage, one staff will remain with the children, while another staff member goes to the nearest phone. If cellphone network goes down, a landline is available at the School Office.

Evidence:

- ◆ Daily Hazard Check Form
- ◆ Copy of Emergency Procedures
- ◆ Mobile Phone Policy

RECORD KEEPING

Standard – Programme providers maintain records in accordance with the Privacy Act 1993 and other relevant legislation.

Policy:

1. The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993.
2. Programme enrolment forms will be filled in by the child's parent/caregiver.
3. Parents and caregivers will be advised that they are responsible for notifying the programme of any change of details.
4. All files holding confidential information will be secure and kept away from the access of unauthorised persons. It will only be used for the purpose for which it was collected

Procedures:

1. The programme will maintain accurate records of current enrolments, attendance, health information and/or medication to be administered by staff. This information will be kept confidential and secure from unauthorised persons. All personal information shared in discussions between staff or Trust members will remain confidential to those persons. All staff will be made aware of their obligations in this regard.
2. Programme enrolment forms will be filled in by the child's parent/caregiver.
3. Parents and caregivers will be advised that they are responsible for notifying the programme of any change of details.
4. All files holding confidential information will be only be used to provide care during after school and holiday programmes. This information will be kept in a secure place but made available to parents/caregivers to check for accuracy.
5. Attendance records will be kept, including a sign in/sign out system.

Evidence:

- ◆ Enrolment Forms
- ◆ Parent Agreement
- ◆ Parent Information Sheet
- ◆ Attendance Sheets
- ◆ Medicine Consent Forms

FINANCE

Standard – Finances will be managed competently.

Policy:

1. The Treasurer of the Neighbourhood Trust will have the overall responsibility to ensure all programme financial accountability is met.
2. Accurate and up-to-date financial statements will be kept.
3. Neighbourhood Trust complete full financial accountability reports at the end of each financial year and produce a complete budget for the coming financial year.
4. Neighbourhood Trust accounts are independently audited annually.

Procedures:

1. The Treasurer of the Neighbourhood Trust will produce monthly reports of financial position to the Neighbourhood Trust. Financials records are kept by the Treasurer using the Access database. All cheques are signed by two Neighbourhood Trust signatories. The Programme Supervisor will keep control of the day-to-day finances and show accountability to the Programme Co-Ordinator. The Programme Supervisor will collect any fees from the parents/caregivers and these will be given to the Programme Co-Ordinator at the end of the week for banking. A notebook will be kept of all cash box transactions and all transactions will be dated and signed by two staff members. The Programme Co-Ordinator will oversee the running of the programme with budgets subject to approval by the Neighbourhood Trust.
2. The Treasurer of the Neighbourhood Trust will produce accurate monthly financial reports to the monthly Neighbourhood Trust meeting.
3. A full set of accounts are produced by the Treasurer of the Neighbourhood Trust for the Annual Report at the end of every financial year. An annual budget will be set by the Programme Co-Ordinator in conjunction with the Finance Team of the Neighbourhood Trust, to insure the ongoing viability of the programme.
4. A full set of annual accounts are independently audited at the end of each financial year. These accounts are made available for inspection.
5. Financial transactions will meet the requirements of the Neighbourhood Trust Deed.

Evidence:

- ◆ Audited Annual Accounts of the Neighbourhood Trust (including Annual Report)
- ◆ Children's Financial Reviews
- ◆ Copy of Neighbourhood Trust Deed