



Fàs Mòr



# Fàs Mòr

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## Introduction

Fàs Mòr was established in 2003 by a group of dedicated parents in Sleat on the Isle of Skye in response to the demand for local childcare provision, who recognised the benefits of offering this provision through the medium of Scottish Gaelic.

We offer a warm welcome to all children, parents and carers and to any families visiting the area. We care for children from birth to twelve years old and offer after school clubs during term-time as well as holiday club during school holidays.

Our friendly and qualified staff are **PVG Checked, SSSC registered** and work together to ensure that every child feels welcomed and enjoys their time with us. We adhere to, and believe in the principles of the Scottish **Health and Social Care Standards** which give all children the right to:

- Dignity and Respect
- Compassion
- Be Included
- Responsive Care
- Support and wellbeing

Fàs Mòr is governed by a voluntary Board of Directors with a mixed representation of parents, members of the community and Sabhal Mòr Ostaig. We receive funding from Bòrd Na Gàidhlig to provide our service through the medium of Gaelic. We are also a member of the Highland-wide Care and Learning Alliance.

Fàs Mòr is registered with the SCSWIS, the registration and inspection body for children and young people's services in Scotland, registration number SC2003052372.

We are a non-profit making organisation, registered as a charity in Scotland, SC036011.

Fàs Mòr is located within a purpose-built facility on the college campus of Sabhal Mòr Ostaig. We are supported professionally by Sabhal Mòr Ostaig and adhere to many of their policies and procedures.

## Gaelic

All our staff are fluent Gaelic speakers or advanced learners and we always encourage everyone to speak Gaelic. We are very proud of our success and experience in developing and encouraging children's fluency in Gaelic. We aim to promote the benefits of bilingualism and multilingualism and to widen this opportunity to all and we work closely with our local primary school, Bun-sgoil Shlèite, to support parents in the care and education of their children.

Gaelic is the sole language spoken in Fàs Mòr by all staff, with the provision that English may be used to settle children in and to give instructions in matters affecting health and safety. Children will be encouraged from the beginning to express themselves fully to staff and to each other even if they are only able to do this in English. They will acquire an understanding of Gaelic largely through being immersed in it, in other words, through hearing it spoken while they are doing their day-to-day activities.



## **Mission Statement**

Fàs Mòr aims to provide a safe, permanent environment to benefit children and young people who both reside in and visit the Skye and Lochalsh area. Our mission is to promote the welfare, further the health and advance the education of children aged twelve years and under, with qualified, registered care, and in a relaxed and stimulating environment, through the medium of Gaelic.

## **Aithris Rùn**

Bheir Fàs Mòr àite sàbhailte, buan do chlann aois 0-12 bliadhna a tha a' fuireach ann neo a tadhal air ceann a deas an Eilein Sgitheanaich agus Loch Ailse. 'S e an rùn againn, slàinte, foghlam is toileachas a' bhrosnachadh do chlann aois dusan bliadhna 's nas òige ann an àrainneachd chofhurtail, bhrosnachail tro mheadhan na Gàidhlig.



## Being welcomed and cared for

### Admissions

Fàs Mòr holds an open policy on admissions and we promote equal opportunities. We aim to be genuinely accessible and offer the same welcome and service to all, irrespective of race, religion, gender, ability, sexual orientation or social background.

We provide childcare services through the medium of Gaelic and we work to promote the benefits of bilingualism and multilingualism and to widen this opportunity to all.

We are currently registered to care for a maximum of 45 children at once from birth to twelve years. When allocating places priority will be given as follows:

1. To children of working parents
2. To children of parents studying at Sabhal Mòr Ostaig
3. To children who are enrolled, or who will be enrolling in Gaelic medium education
4. To children living in the local community of Sleat

It should be noted that we adhere to national guidelines on staff to child ratios which are as follows:

Children aged 0-2	1 adult: 3 children
Children aged 2-3	1 adult: 5 children
Children aged 3-8	1 adult: 8 children
Children aged 8-12	1 adult: 10 children

\*Where children aged 3 and over and attend fewer than four hours in one day the adult: child ratio can be 1 adult to 10 children.

At least two adults will always be on the premises when children are being cared for.

### Opening Hours

We are open from 08:45 – 17:00 every Monday to Friday. Club na Sgoile runs from 15:15 – 17.00 Monday to Friday during term time and we welcome school-aged children during school holidays and in-service days.

### Enquiries

On enquiry, families will be added to our Waiting List and an introductory visit to Fàs Mòr will be arranged. This enables parents and carers and their children to meet with staff and explore the surroundings of the nursery and answer any questions. This does not in any way commit parents to registration and uptake of a place.

### Registration

On registering into Fàs Mòr, parents will be asked to complete registration forms. Each child is allocated a **key member of staff** who will work with parents to ensure the child settles in and that parents are happy with the transition. A settling in plan will be arranged with the parent and the manager or the child's key worker.



## Booking

Due to the limited number of places available, it is advisable to book places well in advance. We take block bookings of three months and these are charged at the 'Early Booking Rate' of £4.20 per hour. Early Booking forms are set out via e-mail (can be printed on request) and must be returned by the specified date to qualify for discount. The 3-month blocks are as follows:

3 Month Block	Booking form sent out by	Completed booking form returned by
Jan-Mar	1 <sup>st</sup> Dec	15 <sup>th</sup> Dec
Apr-Jun	1 <sup>st</sup> Mar	15 <sup>th</sup> Mar
Jul-Sep	1 <sup>st</sup> Jun	15 <sup>th</sup> Jun
Oct-Dec	1 <sup>st</sup> Sep	15 <sup>th</sup> Sep

Last minute bookings will be accepted if space is available but will be charged at the 'Flexible Rate' of £5.20 per hour.

Half-hourly rates do not apply, and bookings are only accepted on the hour i.e. 9.00-10.00am. Fees are payable at the full rate for the hours the child is booked in, even if they are dropped-off late or collected early.

We reserve the right to change the fees but will endeavour to consult with parents and give them at least one month's notice period.

All parents/guardians are responsible for the delivery and collection of children. Please note that due to staff ratios, punctuality is essential. Therefore, if a child is collected more than 10 minutes after the end of session, you will be charged for that hour (at the flexible rate).

After School Club costs £6.20 per session whether it's booked or not. However, parents must call or e-mail to let us know when a child is coming or not.

### Absences/Cancellations

If a child is booked into Fàs Mòr it is important that we are notified if they are going to be absent. Absences will be charged at the child's usual rate. If it is a long-term cancellation (lasting longer than two weeks) this will be charged at a half-price rate. Cancellations on the 'Flexible rate' are not charged.

### Disruptions

We make every effort to maintain a full day care service, but on some occasions, circumstances arise which may lead to disruptions. The facility may be affected by severe weather conditions or power failures. In such circumstances we will make every effort to contact parents/carers or emergency contacts if necessary. Parents will not be charged if Fàs Mòr closes.

### Payments

An invoice will be sent to each family after each month and payment should be made by cash, cheque or BACS within 7 days.



## **Settling In**

Children need to feel safe, stimulated and happy to develop and grow socially, emotionally and physically. We aim to make Fàs Mòr a warm and welcoming place where children settle in easily and where they feel secure and comfortable with the staff and their new environment.

We recognise that every child is different and that some children may need more time (or less). We offer a flexible settling in period to suit each child and their individual needs. On enquiry parents will be invited to visit Fàs Mòr and meet the Manager and the staff team before discussing how we can best help your child settle in comfortably at Fàs Mòr.

## Key Worker

Upon registration each child will be assigned a **key worker**. The child's key worker will help them to become familiar with their new setting and to feel confident and safe within it. They will also be on hand to discuss any issues or queries parents may have. Every member of staff will also welcome and spend time with each new child and we pride ourselves on our collective caring and understanding approach.

## Time Together

Parents are always welcome to spend as much time as they wish with their child in Fàs Mòr. During the settling in period this sometimes helps the child to feel more comfortable as they explore their new environment.

## First Day

We offer a free two-hour session to each new child registering at Fàs Mòr which allows the parents, the manager and the child's key worker to gauge how well they are settling in.



## **Equal Opportunities**

Fàs Mòr recognises that discrimination is unacceptable, and we always seek to promote anti-discriminatory practice. All personnel have a responsibility to support anti-discriminatory practice.

### Promoting Inclusiveness

- All staff, volunteers and visitors will treat the children and each other as individuals no matter their ethnic origin, culture, religion, gender, ability, social background or sexual orientation.
- Staff will ensure that the opportunity for all children to experience all activities is encouraged.
- Staff will ensure that children's thoughts and ideas are actively listened to when planning opportunities.
- Staff will be aware of discriminatory and stereotypical behaviour and discourage inappropriate comments or actions.
- Staff will nurture an atmosphere that is purposeful, respectful, challenging, stimulating and fun.
- Staff will remain open to new ideas and value creativity and good thinking.

### Staff Recruitment

- All applicants will be treated fairly and the best person for each job will be appointed;
- No applicant will be rejected on the grounds of age, gender, sexual orientation, social background, disability, ethnic origin, culture or religion.

### Positive Relationships

- Staff will respect the differences in families, their language and cultures.
- Staff will encourage parents/carers to contribute whichever skills they possess at any opportunity.
- Staff will ensure that there is open communication with parents in a way that supports individual needs.
- Staff will encourage children to respect the differences in families, their language and cultures.
- Staff will ensure that there is open communication with children in a way that supports individual needs.



## A Safe Environment

### Confidentiality Policy

Confidentiality will be observed in all aspects of our work within Fàs Mòr. Failure by staff to adhere to the confidentiality policy will be regarded as gross misconduct and may form the ground for instant dismissal.

Confidentiality will be respected in the following ways:

- The safety and wellbeing of the child will be of paramount importance
- Staff should not discuss any individual; children, parents/carers or staff outside of Fàs Mòr. Staff should only discuss individual children in terms of planning activities and when appropriate to the child's care.
- Parents/carers will have ready access to any files and records of their own children but will not have access to information about any other children.
- Information given by parents/carers to Fàs Mòr should not be passed to other adults, without permission, unless the child is deemed to be at risk.
- Any anxieties/evidence relating to a child's personal safety should be kept in a confidential file and should not be shared within the setting except between relevant staff.
- Issues to do with the employment of staff and volunteers should remain confidential to the people directly involved with making personnel decisions.
- Staff and volunteers will have ready access to their own files and records but will not have access to information about any other staff.
- Staff and volunteers should not discuss concerns about individual staff members with anyone other than the Manager or a member of the Board of Directors.
- Information given by staff and volunteers should not be passed to other adults without permission, unless the welfare of other adults and children is deemed to be at risk.

**All information held will be treated as confidential** and will only be accessed by appropriate staff with exception being made only where:

- Failure to share information puts a child at risk.
- Failure to share information puts another service user at risk.
- Information is required by the Police or Social Services and is supported by the appropriate documentation.

It is recognised that some Fàs Mòr employees will have access to and knowledge of personal and sensitive information in the course of their employment. All employees must always be familiar with the restrictions and obligations set out in Data Protection Legislation and adhere to our policies.



## Data Protection Policy

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in a data controller's possession or likely to come into their possession. The processing of personal data is governed by the General Data Protection Regulation (GDPR). As a data controller, Fàs Mòr uses your data in various ways.

Fàs Mòr complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use personal data for the following purposes:

- to maintain personal care plans and to inform relevant staff of children's care needs
- to contact parents, carers or emergency contacts in case of an emergency
- to keep parents/ carers informed about their children and their development
- to let parents/ carers know about events
- to provide parents/carers with newsletters
- for marketing and fundraising purposes
- to manage our employees
- to maintain our own accounts and records

Personal data will be treated as strictly confidential and will be shared only within the organisation. We will never share data with third parties outside of Fàs Mòr without the individual's consent.

We will keep personal data for no longer than reasonably necessary. Registered children's data will only be kept while the child is registered with Fàs Mòr.

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which Sabhal Mòr Ostaig holds about you
- The right to request that Sabhal Mòr Ostaig corrects any personal data if it is found to be inaccurate or out of date
- The right to request that your personal data is erased where it is no longer necessary for Sabhal Mòr Ostaig to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that Sabhal Mòr Ostaig provide the you with your personal data and where possible, to transmit that data directly to another data controller (known as the right to data portability)
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data, (where applicable)
- The right to lodge a complaint with the [Information Commissioners Office](#)

\*Your personal data includes your child(ren)'s data



## Record Keeping

Manager or Assistant Managers and staff with designated responsibilities are required to ensure that various records are maintained which contribute to the health and safety of the children in Fàs Mòr.

Children's Records: Fàs Mòr is required to keep records of the children attending. These records must be collected before the parent/guardian leaves the child unaccompanied for the first time. The Manager or Assistant Manager should ensure that all parents/guardians fill in all the information requested (especially emergency contact phone numbers). You must ensure that these forms are kept safe to ensure confidentiality and are up to date. Be aware of any person who is legally denied access to a child.

A Daily Attendance register must be maintained. The register should be marked as the children arrive and when the children leave the centre, so that staff know which children are present. Every adult and child present must be recorded. During the session, the register must always be kept in the same place and not removed until all the children have left the premises.

Health & Safety Policy Statements should be displayed prominently, understood by all staff and volunteers and reviewed regularly.

Accident & Incident Reports should be written up for all incidents to any child and kept indefinitely. These should record the date, time and place of the accident. They should also include the name of the person involved, the nature of the injury, what action was taken, who informed the parent and the name of anyone who witnessed the accident.

Fire Drill Records should be kept as evidence of when they took place. These can be recorded in the register or the daily log/diary. It must be recorded how the drill went, identifying any problems and confirming the drill is still appropriate.

First Aid Box Contents should be noted and checked regularly for replacement needs by a nominated person.

Registration and Insurance Certificate of premises should be prominently displayed.



## Child Protection Policy

The Children (Scotland) Act 1995 states that each child has the right to protection from all forms of abuse, neglect or exploitation. It also states that children should have the right to express their views on any issues or decisions affecting them.

Fàs Mòr has adopted the principles of good practice in child protection as recommended by the Highland Child Protection Committee ([www.protectinghighlandschildren.org](http://www.protectinghighlandschildren.org))

In terms of recruitment and selection of volunteers and paid employees we ensure the safety of the children by doing the following:

1. We accept that it is our responsibility as a group to check that all adults in positions requiring disclosure checks are members of the appropriate **Protection of Vulnerable Groups Scheme** and have been appropriately vetted.
2. We will ensure that every new volunteer or member of staff will complete a Personal Profile Form.
3. We will make a request for previous addresses on volunteer/ job application forms.
4. We will ask for the names of two referees who will be prepared to provide a written reference.
5. We will follow up each reference with a telephone call or personal contact during which we will discuss the applicant's suitability to work with children. A record of this discussion will be kept in the applicant's file.
6. We will interview prospective volunteers and staff.
7. We will note at interview all previous experience of volunteers and staff in working with children.
8. We will carry out a probationary period for all volunteers and staff of at least 3 months.
9. We will notify Disclosure Scotland if anyone on the Disqualified from Working with Children List applies to work for or volunteer with our group.
10. We will ensure that all staff are registered with the **Scottish Social Services Council** and given Codes of Practice to work to.
11. We will remove from unsupervised contact with children any member of staff or volunteer whom we know or suspect to have caused harm to a child or to have placed a child at risk of harm and we will notify Disclosure Scotland of our actions and the reasons for them, even if that person has left our group.



We believe that every child regardless of age has, always and in all situations, a right to feel safe and protected from any situation or practice that results in a child being physically or psychologically damaged. In our group, if we have suspicions about a child's well-being, we will act.

All volunteers or staff are encouraged to share concerns with the group's Manager. If the situation is clearly an urgent case, the child is too frightened to go home or we have very serious doubts about the child's safety, we will contact Social Work Services or Police immediately.

If our concerns are more general about a child's welfare, then we will discuss these with our Manager, who would then discuss with parents if appropriate or make a referral to an appropriate professional for assessment of the child's needs. It is important that all volunteers and staff communicate concerns accurately. To this end, volunteers and staff will follow the procedures below;

1. Upon the receipt of any information from a child or suspicions, it is necessary to make an accurate and detailed written record of what they have seen, heard or know, at the time the event occurs. This record should be signed and dated.
2. Share their concerns with the Manager and agree what action to take.
3. Avoid asking any more questions than are necessary to clarify whether there is a concern. Always REFER to statutory services to undertake in depth INVESTIGATION of any suspicions or allegations about abuse.

If we have concerns, we must act – it may be the final piece of the jigsaw that is needed to protect that child – or we may prevent, further children from being hurt.

Both the local Area Social Work Office and Police Office telephone numbers are to be found in the telephone directory. For ease of reference note them below:

Area Social Work Office	01478 612943
Local Police Station	01786 289070
Out of hours Social Work Emergency Service	0845 6014813
General Child Protection Enquiries	01463 703488



## **Health and safety**

The Board of Fàs Mòr has overall responsibility for the Health and Safety at work for the employees of the organisation, volunteers and the children concerned.

The Manager has day-to-day responsibility for ensuring the safety systems and policies are suitably implemented.

Fàs Mòr will ensure that all parents, staff and volunteers are informed of all relevant Health and Safety matters. Staff and volunteers are encouraged to raise any concern relating to Health and Safety with management. Minutes of staff and/or committee meetings will record any Health and Safety issues discussed.

The Health and Safety policy and all safety systems will be reviewed at a minimum of annual intervals.

**Our responsibility starts when the child is signed in and ends when the child is signed out.**

**All children must be signed in by an adult on arrival.**



## **Fire and Emergency Evacuation**

When the fire alarm is sounded, the following procedure must be followed immediately:

1. The person in charge will ask all children and staff to stand and assemble at the fire exit door in both playrooms. He/she will pick up the register from the office which includes all contact numbers. (This must be kept up to date)

2. A senior member of staff will check that the fire is not located outside the exit door (by looking through the glass panels in the door) and check that the exit is not blocked by fire.

3. That member of staff will then lead the children quickly and calmly from the room without stopping to pick up any personal items. They will exit from the fire door, directly into the outdoor play area and will assemble outside the gate for a head count.

4. The person in charge will quickly check that no-one has been left behind. They will check the sleep rooms/toilets/kitchen areas etc. for any children before vacating the building.

5. All children will be led, up the stairs and to the Fire Assembly Point in the Car Park. Here the person in charge will take the register and carry out another head count. The person in charge should then report to the fire brigade on arrival.

6. No one will re-enter the building until instructed to do so by the fire brigade.

### **If you discover a fire:**

1. Activate nearest fire alarm

2. Close door to prevent fire spreading

3. Evacuate the building, calmly and safely following procedures

Location of extinguishers: At all exits

Location of fire alarm: In the centre of both playrooms



## Missing Child

The manager or Senior Playworker should check the daily register against the list of children booked in within 10 minutes of the children's expected arrival.

For Afterschool children, the child's parent/ carer is responsible for ensuring Fàs Mòr know if their child is coming to Fàs Mòr and whether they will be accompanied by an adult or not.

### For After School Children who fail to arrive at Fàs Mòr when expected

- Contact the child's parents or carers to inform them that their child has not arrived at Fàs Mòr.
- Ring the Bun-sgoil Shlèite to enquire about the child 01471 844326
  
- Check by calling and looking, that the child is not in the immediate outside area, e.g. playground, corridors, etc. Should the child be in sight, staff should make a serious effort to retrieve them, calmly using different strategies as necessary, taking the child's age, ability and the location into account.
  
- If parents cannot be contacted, staff should phone emergency contact numbers to confirm child's absence or safety. Staff should continue to try and establish contact with parents or emergency contacts.
  
- If a period of 30 minutes since expected arrival has passed and the safety and whereabouts of the child have not been established, staff should call the police.
  
- When the child is found or their safety and whereabouts established, parents, emergency contacts, school staff and police (if appropriate) should be informed immediately.
  
- An incident report should be completed immediately after the event; this should be written within the Fàs Mòr 's Incident file and stored confidentially. Parents should be asked to sign that they have read and agreed with the content.



If a child becomes lost or leaves the group whilst in the care of staff

**If staff discover that a child has become lost or has left the group during a session or during an outing, staff members must consider the safety and well-being of all the children in their care.**

- Staff should ask the other children if they know of the child's whereabouts and calmly search the immediate area for the missing child.
- If there is no sign of the child, the Staff should review all available information and assess the potential immediate risk to the missing child and the remaining children. They should then decide whether it is appropriate to contact the police/emergency services immediately.
- If it is appropriate and if adult numbers allow conduct a wider search at this point. On outings, the senior member of staff should establish a safe waiting /meeting point for remaining children to stay with a member of staff while the other adults search.
- On outings public announcement systems may be used to help in the search, if available.
- If after a few minutes of searching by a staff member, the child cannot be found or refuses to return, the parents must be contacted. If they cannot be reached, emergency contacts to be informed.
- Wait a maximum of 30 minutes from the time the child was last seen, before contacting the police and other emergency services as appropriate e.g. coastguard. Staff should not wait where the child is very young or there may be additional risk factors present.
- If appropriate, once police or parents arrive, return to the setting, to ensure the safety and wellbeing of other children.
- When the child is found or returns to the group staff must ensure that all relevant parties are informed.
- An incident report should be completed immediately after the event; this should be stored confidentially. Parents should be asked to sign that they have read and agreed with the content.



## Illness and Injury

### Children

If a child attending Fàs Mòr becomes ill or is injured, or staff feel that a child is too unwell to remain at Fàs Mòr the following procedure is to be carried out:

- A member or staff will take the child to a calm, quiet area, away from the other children and observe them
- A member of staff will then contact the child's parent or guardian, or failing that, an emergency contact, using contact numbers available on registration sheet.

If emergency contacts cannot be reached, then it may be necessary to call in a relief staff member to look after the ill child on a one to one basis until contact can be made. If this is so, then it may be necessary to invoice the parents for the time the relief staff member is needed.

In the event of medical treatment being sought for the child, please ensure that the consent for this has been signed. Bear in mind that a doctor or ambulance may have to be called.

**Common-sense and the best interest of the child should dictate any action taken.**

### Staff members

If a staff member becomes ill while on duty at Fàs Mòr, the following procedures should be carried out:

- Inform the Manager or a senior member of staff that they are unable to carry on with their duties
- The ill staff member cannot leave until adequate cover is found for the children
- The Manager will contact other staff members to enquire if they are able to come along to cover the ill staff member leaving

The staff member must not return until they are better and in line with Fàs Mòr Health and Hygiene guidelines.



In the interest of general health Fàs Mòr cannot accept a child if they are unwell.

All infectious diseases should be notified so that staff and other parents can be informed.

<b>Disease/Illness</b>	<b>Exclusion Period</b>
Temperature	24 hours
Vomiting	48 hours from last episode
Diarrhoea	48 hours from last episode
Conjunctivitis	No exclusion
Chicken Pox	5 days from onset of rash
Gastro-enteritis	Until authorised by doctor
Infective Hepatitis	7 days from onset of jaundice
Measles	5 days from onset of rash
Meningococcal infection	Until recovered
Mumps	Minimum 10 days, until swelling subsided
Whooping cough	21 days from onset of paroxysmal cough or 5 days from antibiotic
Poliomyelitis	Until authorised by doctor
Rubella (German measles)	5 days from onset of rash
Scarlet fever	2 days from start of treatment
Tuberculosis	Until authorised by doctor
Typhoid fever	Until authorised by doctor
Impetigo	Until skin healed
Plantar warts	No exclusion – cover until cured
Ringworm of scalp	No exclusion after treatment
Ringworm of body	No exclusion after treatment
Scabies	24 hours after treatment
Head lice	Please check weekly, ask if unsure about treatment
Coronavirus (COVID 19)	Until Authorised by Doctor

Should a child become unwell while at Fàs Mòr, staff will contact parents/carers or emergency contacts.

We reserve the right to remove a child to hospital in an emergency.



## Accidents & Incidents

When an accident or incident occurs, the welfare of all the children and staff is the priority.

The closest member of staff will firstly assess the situation and remove the affected person(s) to administer first aid if necessary and if staff numbers allow.

All accidents/incidents are recorded, and parents informed, no matter how minor. The accident/incident report form is always given to parents to sign and a copy is kept on file.

Incidents must be kept confidential. Only relevant staff and the child's parent should be aware. If more than one child is involved, the parent's must not be given the name of the other child involved.

Fàs Mòr will analyse these forms to identify any patterns and recurrent hazards and when required undertake a risk assessment and implement any arising actions.

If an accident/incident results in an employee/volunteer/trainee having more than 3 days off work (**including non-workdays**), then a completed accident report F2508, will be sent to the local HSE authority, within 10 days. In addition, the Care Inspectorate and/or Local Authority Health & Safety Officer will be informed.

If the accident/incident results in death or major injury for any person on the premises of Fàs Mòr (including as a result of physical violence), then we will notify the local HSE authority immediately. This will be followed up with a completed accident form (F2508) within 10 days.

### Accidents/injuries to a member of staff

Another member of staff will assess the situation, administer basic first aid if required, and/or summon emergency help and, if necessary, contact member of staff's next of kin.

Record details in an accident report form and report accident/injury to senior member of staff.

### Major Incidents/Emergency Arrangements:

If Fàs Mòr requires to be evacuated, the Fire and Emergency Evacuation policy will be followed. Staff will assemble the children in the outdoor play area and take them to the designated assembly point, which is the car park, where all parents/carers will be contacted.

If full evacuation of the area is required, staff will take the children to the alternative assembly area which is located outside Àrainn Chaluim Chille where all parents/carers will be contacted.



## **Incidents of Violence**

The following procedures should be followed if there is an incident involving violence or threatened violence against a child, parent, carer, staff member or volunteer within Fàs Mòr.

CONTACT POLICE: 999

The safety of the children within the setting is of vital importance – keep them away from the incident

The incident should be dealt with in a calm and re-assuring manner – to ensure that the children remain unaffected as far as possible.

Identify an area for confidential discussions if this is possible

Contact the police for assistance in dealing with the incident – Social Work Services may need to be involved.

A report of the incident should be stored in a confidential file. The report must be clear, concise, signed and dated. It may be needed for reference.



## **First Aid**

Consent from parents is required from parents before administering First Aid. This is given on each child's registration form. This should be referred to prior to administering any first aid, depending on the severity of the incident and whether this would delay lifesaving first aid.

Invasive or specialist first aid, such as epi-pens or diabetic injections, will not be administered by any member of staff unless they have up to date, appropriate training and current consent in writing from parents.

At least one member of staff or volunteer present will have current certificated First Aid.

Two first aid boxes are available and suitably marked at the premises. One in the Kitchen and another in the office. Staff and volunteers should be familiar with its location.

One specific member of staff will be formally allocated the responsibility of regularly ensuring the First Aid box contents are appropriate and replenishing the box if required.

All First Aid administered will be recorded, signed and parents/carers informed.

If the organisation arranges for outside activities to be conducted away from the premises, then it will be necessary to ensure additional First Aid arrangements are made including taking a First Aid kit on a planned walk.

Any special needs will be identified, and suitable additional First Aid arrangements made if required.



## **Medication**

### Temporary Medication

If a child requires temporary medication (e.g. Calpol) the parent or guardian must complete and sign a Temporary Medication Form detailing dosage, times and requirements. The parent or guardian must have given the first dose of any medication to ensure the child does not react negatively to the medicine.

Medication must be clearly labelled with their child's name and kept in the filling cabinet in the office.

An appropriately trained member of staff will be responsible for administering the medication. That member of staff will check the dosage and expiry date before administering the medication and then sign the form. Another member of staff must witness the medication being administered.

The person collecting the child must be given the form to read and sign, to ensure they are aware of both the dosage and time of medication.

### Held Medication

If a child requires medication to be held at Fàs Mòr, (e.g. an EpiPen) the parent or guardian must complete a Medication Administration Record.

This medication must be prescribed by a doctor. Parents must be informed whenever held medication is administered and asked to sign the record.

Medication must be clearly labelled with their child's name and kept in the filling cabinet in the office.



## **Outbreak of Infection**

The NHS Infection Prevention and Control in Childcare Settings Guidance define an outbreak of infection as “two or more linked cases of the same illness (for example, E.coli O157, scarlet fever); or more cases than expected; or a single case of a serious disease (for example, measles or diphtheria).”

### **If there is a suspected outbreak of infection in Fàs Mòr staff should follow these procedures:**

- Assess the situation and report your concerns to the Manager
- Contact the parent/guardian of the child who becomes ill and ask them to take the child home or to a doctor as soon as possible
- The Manager will alert the local Health Protection Team in Inverness and follow their advice
- Senior Playworkers and the Manager will be responsible for keeping an up-to-date list of the following:
  - The names of the children/staff who are ill
  - The symptoms, if known (e.g. vomiting and diarrhoea)
  - When the children/staff became ill and when first noticed or reported
  - The date they last attended the childcare setting
  - When the parents were contacted
  - What time the child was collected
  - Who was informed of the outbreak
  - The advice received

The following should also be kept, unless told otherwise:

- Recent menus
- Food prepared but not eaten
- Raw food, if it is possible that those who are ill ate some cooked portions
- Keep sealed in bags, cling film or containers, and place all samples of bagged and sealed foods in the freezer

The Manager will inform the Care Inspectorate (SCSWIS) if there is an outbreak.



## **Covid-19**

Anyone with symptoms should stay at home for at least seven days. If they live with other people, they should all stay at home for at least 14 days, to avoid spreading the infection outside the home. After 14 days, anyone they live with who does not have symptoms can return to their normal routine.

Parents must NOT bring their child to Fàs Mòr if they display any of these symptoms:

- a high temperature
- a new, continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours
- a loss or change to sense of smell or taste – this means they cannot smell or taste anything, or things smell or taste different to normal

### What parents should do if their child has symptoms:

- Stay at home (self-isolate) – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.
- Get a test – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.

### What we will do if a child or member of staff develops symptoms

If the child or staff member is displaying the symptoms as above, they should be sent home to self-isolate for seven days and their whole household should isolate for 14 days. If it is a positive result, the local public health protection team will contact us and advise on what precautions we should take.

So, even a child who is teething and displaying some of the same symptoms (fever), just to be on the safe side, they should be sent home for 7 days. If the symptoms do not develop further by the end of this period, they can come back to nursery.

### What we will do while waiting for a child to be collected

If a child is awaiting collection, they should be moved, if possible and if appropriate, to a room where they can be isolated behind a closed door.

Staff will be mindful of individual children's needs – for example, it would not be appropriate for younger children to be alone without adult supervision. Ideally, a window should be opened for ventilation. If they need to go to the bathroom while waiting to be collected, they will use a separate bathroom if possible.



### What we will do if a child or staff member becomes unwell at nursery and has reason to believe they may have COVID-19?

If the child or staff member is displaying the symptoms as above, they should be sent home to self-isolate for seven days and follow the above procedure.

They should not go to their GP surgery or hospital. While waiting for someone to pick them up, we will find somewhere isolated for them to wait which is at least two metres away from other people. We will ask them to try not to touch any surfaces and to cough or sneeze into a tissue should they need to. We will need to clean the room after they have left. If they need to use the bathroom, we will try to send them to a separate toilet and clean it afterwards.

### What we will do to clean the nursery afterwards

The nursery will be cleaned and disinfected using standard cleaning products before being used by anyone else. If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell.

### If a child or member of staff is confirmed as contacting COVID-19

Currently those in self-isolation must isolate themselves for seven days. There has not been any advice given as to when or in what circumstances any business would have to shut as a result of COVID-19. We do not need to notify Care Inspectorate if someone is self-isolating but if a child or staff member has a positive test, we must notify Care Inspectorate.

### If a child is returning from abroad

It no longer matters where people have travelled to and from, if they display the following symptoms, they must self-isolate for a period of 7 days: High temperature / fever, new persistent cough, if a parent is self-isolating, the whole household will also need to isolate which means that the child cannot come to nursery for 14 days possibly longer if the parent's symptoms become full blown Coronavirus.



## Infection Prevention

Everyone has the responsibility to ensure that the environments they are working in are clean and fit for purpose.

### Cleaning Policy

Fàs Mòr aims to promote a safe and secure play environment and to maintain a high standard of cleanliness in line with the **NHS Infection Prevention and Control in Childcare Settings Guidance**.

Staff are required to complete and sign a checklist as part of the Cleaning Policy to ensure all toys, surfaces and equipment are clean and hygienic. The premises is also cleaned on a nightly basis by housekeeping staff at Sabhal Mòr Ostaig.

- All staff will strive to keep all working and play areas clean and tidy whenever possible.
- All spillages are quickly cleaned
- Any bodily fluids are cleaned immediately and responsibly, and areas disinfected.

Major cleaning tasks will be carried out with the help/knowledge of the Board and this may have to be done outside the working hours of Fàs Mòr for health and safety reasons.



## Handwashing

Hand washing is the single most effective practice in preventing the spread of microbes. Fàs Mòr will ensure that all staff and children are encouraged to learn and use the correct procedure for hand washing, as recommended in the **NHS Infection Prevention and Control in Childcare Settings Guidance**.

### Staff should wash their hands:

- Upon arrival at work
- Immediately before and after eating
- Before handling food; including food preparation, baking and assisting children with food
- After using the toilet, assisting a child to use the toilet, or after nappy changing
- After contact with body fluids, including wet or soiled nappies, runny noses, vomit, etc.
- After removing disposable gloves used for contact with blood/body fluid, e.g., first aid, nappy changing
- After handling pets, pet cages or other related objects
- Whenever hands are visibly dirty, or after cleaning
- Before administering medication or applying ointment or creams
- Before going home

### Children should wash their hands:

- Immediately before and after eating
- Before handling food; including food preparation and baking
- After using the toilet
- Before/after water play and sensory play
- After playing outside
- After handling pets, pet cages or other related objects
- Whenever hands are visibly dirty

### Hand washing procedure:

- Wet hands under running warm water
- Apply soap (liquid)
- Rub hands together, covering all surfaces until a good lather has appeared on all surfaces
- Rinse thoroughly under running water to remove soap and bacteria
- Dry thoroughly using a paper towel, before turning off taps. Drying well removes lots more bacteria
- Dispose of the paper towel directly into bin, ensuring that hands are not re-contaminated by contact with the bin or its contents

Cuts or abrasions should be adequately covered with a waterproof dressing that is changed as necessary and when wet



## **Kitchen and Food Hygiene**

Before working in the kitchen, Staff will undertake Food Hygiene Training and will be expected to maintain high standards of practice and food hygiene at all times.

All Kitchen surfaces are cleaned straight after use using anti-bacterial spray and **Yellow** cloths, including tables, work surfaces and highchairs. Care should be taken to avoid inhalation of chemicals.

All spillages are cleaned immediately

Towels/cloths and mops are changed daily and laundered appropriately.

Utensils, plates, cutlery, etc are cleaned in the dishwasher after use and stored in a drawer or closed cupboard. Cupboards and drawers are cleaned regularly.

Bins are clean, have close fitting lids, and are emptied daily.

**No-one should be involved in the preparation of food whilst suffering from any infectious/contagious illness or skin trouble.**

### Stock control/Food protection

Food should be examined to check it is "in date" and disposed of if not. Once opened, foodstuffs such as flour/ salt etc. should be stored in airtight containers.

Apart from individual children's packed lunches, only commercially produced food will be accepted into the setting, to avoid possible food poisoning linked to home prepared food.

Raw and cooked food will be prepared in separate areas and stored separately in the fridge.

Particular attention will be paid to the use of raw eggs in cooking/baking, including thorough cleaning up spills to avoid salmonella contamination. We will not serve foods containing raw eggs and do not allow children to eat uncooked cake mix, for example.

Staff will ensure fruit and vegetables are washed thoroughly before use.

### Temperature Control

Fridge/freezer temperatures are recorded daily. Fridges should ideally be between 3o C and 5o C and freezers at -18oC.



## **Cleaning up bodily fluids**

### Procedure

Take simple protective measures to avoid contamination of bodily fluids. Wear disposable gloves as a protective barrier if you are doing any job in which there is the potential for your hands to have contact with blood, urine, vomit and faeces.

Beforehand make sure a member of staff is looking after the child involved and that the other children are occupied away from the spill.

Disposal as follows (for blood, urine, vomit, faeces):

1. Wear disposable gloves (if necessary, a plastic apron) and have a plastic bag ready.
2. First spray spillage with sanitizer.
3. Mop spillage with absorbent paper towels.
4. Used paper towels go straight into the bag,
5. Clean area with hot water and detergent
6. Disinfect area
7. Ensure surface is fully dried with disposable paper towel
8. Put used towels, gloves and apron in the plastic bag which will then go in the nappy bins provided
9. Wash and dry hands thoroughly



## **Risk Assessment**

Fàs Mòr recognises the benefits of risk to children and use risk assessment to support children to enjoy potentially hazardous activities. These risk assessments are used to implement any suitable control measures through a process of risk evaluation.

Staff undertake mental risk assessments as part of their every day care of the children.

More formal, written risk assessments for hazardous activities, outings and the general facility are undertaken when necessary. These risk assessments are recorded and reviewed annually.

A daily risk assessment is also carried out by a member of staff each morning in the form of a checklist which is recorded in the office.

### Reporting Maintenance Issues

Any maintenance issues should be reported to the Manager. The Manager is responsible for reporting and recording any subsequent action taken, including risk assessment where applicable.



## Caring for and Engaging with Children

### Children's Participation

Participation is a Right; the United Nations Convention on the Rights of the Child (UNCRC) states that:

'...it is the right of children and young people to express their views in relations to matters that affect them and to have those views considered.'

We ensure children's participation at Fàs Mòr by:

- Engaging with children and asking them their opinion on things that affect them
- Listening to their views
- Making decisions with them rather than for them
- Providing children with a choice
- Discussing choices to help influence not change their decisions
- Supporting and encouraging children to take responsibility
- Providing appropriate resources and involving children in the planning of resources
- Encouraging child led play.

We aim to consult with children as widely as possible and in a variety of ways appropriate to the age, ability and understanding of the child. This includes informal chats, idea boards, suggestion boxes, cutting out from catalogues and having a general open and approachable attitude.



## Supervision

Children are always to be supervised whilst in the setting. Fàs Mòr uses three levels of supervision dependent upon the activities that are taking place:

Constant Supervision: Being with the children at all times, actively supporting them using a physical presence or playing with them directly. This level of supervision is most often required when the children are playing high-risk games or using equipment or materials that have a high-risk rating.

General Supervision: Being in vicinity of the children but not having an active part in their play, being on hand to support if the children require your help or guidance. Being on hand to respond to play cues and observant of the behaviour of the children. This is the most common form of supervision and allows for an overview of the play setting, most commonly used with play activities that have a medium level of risk.

Low Supervision: Keeping a watchful eye on the children from a distance and making sure that they are playing safely but freely. Keeping an overview of what the children are doing whilst not interfering. This is most commonly used with low risk activities.

Children are required to inform a member of staff if they are leaving the play area for any reason, if the children are playing outdoors or whilst they are on trips and visits they must be accompanied by a member of staff, even when going to the toilet.



## Play

Fàs Mòr recognises that children's play is the most effective form of learning. It's an instinctive, free and completely voluntary process whereby life skills, development and quality of life are enhanced. We recognise that play is vital to all areas of children's development including socially physically, intellectually, communicatively and emotionally.

In order to play freely, children need to feel welcome, happy and comfortable. Our staff are there to help each child settle in and feel at home with their surroundings.

As adults and care givers, we can promote and enhance play through provision of a varied and appropriate environment with both planned and spontaneous opportunities for the children to play.

Our playrooms and outdoor spaces are designed to encourage free-flow play throughout the session, allowing children to try and take part in a range of activities; this is done safely and securely and all areas are supervised by the staff.

We have weekly activity themes which we plan around the children's interests and development stages. We welcome parents' contribution to planning these activities.

Through our activities, we aim to promote the children's understanding of themselves, their community and their world including cultures, feelings and relationships.

Sand, water, paint, craft, drawing/mark-making, books, dressing-up / role-play, construction toys and loose parts, jigsaws / puzzles, musical toys and energetic play both indoors and out are all regularly available. We sing songs and have story time every day as well.

We also encourage the children to take part in baking, painting, printing, junk modelling, messy sensory play, playdough and various forms of craft activities involving colour, texture, shape, cutting, gluing etc.

When time, numbers and weather allow, we take the children on outings to local amenities including the café, beach, shop, local primary school and around the college campus. We also often have visitors to may come and speak to the children or provide an activity.

We may ask for written consent of other special events or trips, but parents will always be given plenty notice.

All our activities are **risk assessed** and supervised by the staff.



## Risk in Play

*“Children and young people need to learn about risk and how to manage it and risk-taking has been described by commentators as an ‘intelligent behaviour’.*

*It is argued that facing an element of risk during play can help children build their confidence, resilience and self-esteem, helping their creative development and offering them the chance to rise to challenges and extend their physical, social and emotional boundaries, contributing to their ability to learn.”*

*Play Scotland. Getting it Right for Play. The Power of Play: an evidence base.*

Fàs Mòr recognises that risky play is essential to promote every child’s experience. We will ensure that children can participate in age and ability appropriate risky play at Fàs Mòr by:

- Encouraging children to take risks and challenge themselves
- Adhering to the correct child: staff ratios so that children are supervised and supported.
- Ensuring that available resources are appropriate for the ages and stages of children’s development.
- Carrying out risk assessments as appropriate.
- Having an Accident Record system which can be regularly reviewed to identify any areas of concern or issue.
- Providing a range of stimulating activities



## Outdoor Play

Fàs Mòr acknowledges the importance of the outdoors and the experiences it provides to aid children's social, physical, intellectual, communicative and emotional development. As set out in *Building the Ambition: National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014* we provide children of every age with regular access to the outdoors to encourage their growing understanding of the world around them.

Fresh air and exercise are important factors in supporting good physical health. Outdoor play is encouraged in all weathers, as long as it is deemed safe. Children wear appropriate clothing and take necessary precautions – such as the application of sun cream and the provision of drinking water in hot weather.

Our outdoor area is planned and laid out to provide for:

- Safe outdoor play
- Different levels of play – flat, hilly, sloping, steps.
- Grassed open areas for large scale play and safety surfaces for running and wheeled toys
- Growing/digging areas (raised beds and sand pit), wild areas (long grass and planting to attract insects), quiet areas and areas for busy, moving play.

Outdoor play is part of our everyday operation at Fàs Mòr, our facility is designed to encourage free-flow play between the indoors and outdoors throughout the session (weather permitting). Our staff encourage children to play outside whenever possible and as many of our activities are delivered outside as possible.

### Safety Outdoors

This will be achieved by:

- Adhering to the correct child staff ratios so that children are constantly supervised and supported.
- Encouraging children to take a role in their own safety and allowing them to assess their own risks.



## Outings

Fàs Mòr understands the value of the outdoors and providing memorable experiences in the wider environment. We are fortunate to be part of both the community of Sleat and Sabhal Mòr Ostaig. In order to make the most of this, we try to take the children for outings whenever timing, staff ratios and weather allows. Places we visit include the beach, the local primary school, the local farm, around the college campus, the greenhouse and Café Ostaig.

When on outings the same policies and procedures apply, however, staff take extra precautions to ensure the safety of all parties including:

- Risk Assessments for each outing
- Tighter staff: child ratios
- Bringing a First Aid Kit (a member of staff trained in first aid will always accompany the group on outings)
- Ensuring children wear appropriate clothing
- Bringing drinking water, spare cloths, sunscreen, etc when appropriate
- Ensuring at least 2 staff members bring a charged and working mobile phone.

Permission will always be sought from parents if outings involve venturing out with a mile radius of Fàs Mòr.

When we plan to go for an outing, parents will be notified whenever possible and we will endeavour to avoid times when parents are expected. However, a sign will be placed on the setting's main door to notify any visitors or early pick-ups that we are out. This sign will include a number to contact and an expected time of return.



## Resources

We ensure that our resources positively and accurately reflect today's society. We do this by:

- Providing equipment, toys, books and resources to reflect diversity in the community and wider society.
- Involving the children in decision making about what toys/books/resources to buy and use each day.

A review of all our toys, equipment and resources is undertaken each week as part of the weekly clean. This includes disposing of broken toys or unsatisfactory equipment.

As a charity, Fàs Mòr relies mostly on donations of equipment from parents and the wider community. Although we strive to provide the highest quality environment and the highest quality equipment, some of this does depend on available funds.



## Healthy Eating

We will work in partnership with parents to ensure that the medical, cultural and dietary needs of all children and adults are met and that awareness of differences is appreciated.

### We do this by:

- Introducing different cultures at festival times and cooking with the children food from the different cultures.
- Having any allergies or dietary requirements displayed clearly in food preparation and dining areas and training staff to meet these needs.

### Snacks

We aim to provide a range of snacks that will encourage the children to develop positive attitudes towards healthy eating and the confidence to try a variety of foods. We follow advice from 'Setting the Table: Nutritional guidance and food standards for early years childcare providers in Scotland.

- Snacks are provided at both 10:00am and 15:00pm. After School Club are offered snacks on arrival. It is vital that we are informed of any allergies or eating requirements on registration.
- Fresh fruit and vegetables are offered with each snack. Children are offered milk or water with snack.
- When providing snacks, we try to use low salt/sodium products.
- Sugary foods are rarely offered (usually only for special occasions i.e. Christmas party, or during our baking sessions)
- Where a child suffers from a food allergy or parents wish their child not to have certain foods, we will accommodate their preferences or needs.
- We actively encourage the children to help decide what snacks they would like, and they can choose from a range of healthy options
- We actively encourage the children to help whenever possible in preparing snacks
- As a precaution we do not offer foods that contain raw eggs.
- Staff will model good manners and healthy eating. If appropriate, they will sit and socialise with children at meals times to allow this.

### Lunch

Parents are asked to provide a packed lunch for their child if they attend Fàs Mòr over the lunchtime period (between 12 and 1pm) This should include a healthy main meal; this can be hot or cold. Packed lunches can also include fruit and other snacks. Families are asked not to provide children with unhealthy items, such as crisps or sweets, in their lunch boxes.



## **Technology**

Technology is an integral part of our world. Our setting aims to reflect a familiar environment for children and young people and to increase their awareness of the role of technology in learning and in our everyday lives. We recognise that ICT resources may provide benefits for children with particular learning styles or additional support needs.

When using technology or any resource, staff consider the age and stage of the children in our setting. We view ICT as one feature of the wide range of play choices that we offer and aim to help children access a broad variety within our setting.

### Mobile phones

Mobile phones play a big role in the everyday lives of adults and children. For confidentiality, data and child protection reasons we cannot allow children to bring mobile phones or any device that can take pictures or videos into the setting.

Our staff use an old mobile phone to take pictures and play music, this stays in a locked drawer in the office when not in use. We support children in our setting to use this, supervised by a member of staff to take pictures of each other and occasionally play games.

Our policy on staff using phones in the setting is:

- Staff will leave mobile phones in the office and should only make calls and texts when on staff breaks
- Use of phones will be restricted to playing music
- Staff are not permitted to take photographs or videos with their personal mobile phones

### Electronic Games

All games must be age appropriate for all the children attending the centre at that time. Where no rating is visible staff will use <http://www.pegi.info/en/index/id/177> to rate the game before allowing its use. Parents and children should be made aware that when games are brought in from home these age ratings will still apply even when using the child's own games system. Use of electronic games will always be supervised by staff.

### Internet

It is important that children are aware of the benefits and the risks associated with using the internet in an age appropriate way. We offer school aged children supervised access to the internet when staffing allows. Use of the internet is restricted and does not include access to social media. Privacy settings and parental controls will be enabled on our computers and ICT devices.



## Movies, TV Programmes and DVDs

We aim to offer a wide range of active play opportunities and view programmes and films as having a limited value. Nonetheless they are sometimes requested by the children and provide a useful wind down for the older children after a busy day at school. At other times video or DVD may enhance the children's learning or understanding of a relevant issue. All programmes shown/ listened to within the setting will be of a "U" or other child specific rating and appropriate to the age and interests of the children and young people attending.

## **Relevant websites**

<http://www.direct.gov.uk/en/parents/yourchildshealthandsafety/internetsafety/index.htm>

[int.org/safety/parents.aspx](http://www.int.org/safety/parents.aspx)

<http://www.Becta.org.uk/schools/safety>



## **Promoting Positive Behaviour**

Any behaviour that is intended to harm another child, member of staff, other adult or any property is considered unacceptable in Fàs Mòr.

Staff will encourage and support children to develop behaviour by helping children to share, cooperate and play together. Staff will always try to explain, reason with and calm the child. If the antisocial behaviour continues, the staff will direct the child to more positive activities.

If a child has hurt/upset another child, they will be encouraged to apologise to the injured party. As a last resort the child will be removed from the situation and asked to sit with a member of staff for a few moments to calm down. An incident of discipline will be brought to the parent's attention and discussed with them.

Staff will be aware of the age and stage of development of the child and of any cultural, linguistic or other needs. Shouting or physical punishment will never be used.

## **Restraint**

Staff must strive to prevent confrontation developing in order to maintain good working arrangements for all children and to foresee the type of situation which may cause that child severe stress or frustration which may result in an outburst of unacceptable behaviour.

- All staff should be aware of children whose behaviour is volatile and of those with additional support needs which may lead to them exhibiting challenging behaviour.
- Behaviour management plans and agreements between parents/carers, the child and staff about how to prevent, minimise and manage specific, potentially problematic situations must be agreed and established for all situations in which a child's behaviour may be seriously problematic.

Physical intervention refers to the actions by which one or more people restrict the actions of another.

Physical restraint is the positive application of force with the intention of holding another.

Both are acts of care and control aimed at ensuring safety of the child and of others and should not be used to coerce or force.

When it becomes necessary to restrain a pupil, staff should maintain a calm and reassuring manner.

Restraint must always be a "reasonable" judgement which rests with the member of staff at that point in time; the minimum restraint a responsible adult would exercise to prevent physical injury.

Care must be taken to avoid pain or injury. Restraint must never:

- Interfere with breathing, blood supply or genital areas;
- Involve holding the head, throat, wrists, joints or fingers.



## **Additional Support Needs**

Fàs Mòr is committed to the inclusion of all children. All children have the right to be cared for and to develop to their full potential alongside each other through positive experiences. We provide a positive and welcoming environment where children are supported according to their individual needs. Each child's needs are unique and we believe that all children have a right to experience and develop alongside their peers no matter what those individual needs.

We are committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced learning environment.

We feel it is paramount to find out as much as possible about a child's condition and the way that may affect his/her early learning or care needs by:

- Liaising with the child's parents
- Liaising with any professional agencies
- Assigning every child a Key Worker
- Reading any reports that have been prepared
- Regularly monitoring observations carried out on the child's development.

We will:

Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the special educational needs on identification and assessment of any needs.

Include all children and their families in our provision.

Provide well informed and suitably trained practitioners to help support parents and children with learning difficulties and/or disabilities.

If necessary, staff will be provided with specific training relating to Special Educational Needs (SEN) and the SEN Code of Practice.

Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies.

Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required.

Monitor and review our practice and provision and, if necessary, adjust, and seek specialist equipment and services if needed.

Ensure that all children are treated as equals and are encouraged to take part in every aspect of the day according to their individual needs and abilities.

Promote positive images and role models during play experiences of those with additional needs wherever possible and celebrate diversity in all aspects of play and learning.



## Working with Parents

### Parental Participation

We believe that children benefit most from early education and childcare when parents and centres work together in partnership.

We aim to support parents as children's first and most important educators by involving them in their children's education and in the full life of the centre.

We believe in "getting it right for every child" ensuring that all children are Safe, Healthy, Achieving, Nurtured, Active, Respected and Responsible and Included.

#### We are committed to:

Ongoing dialogue with all parents to improve our knowledge of the needs and development of their children.

We do this by:

- Making time for informal discussions at drop off and pick up times
- Use home/nursery link diaries
- Making use of a suggestion box
- Assigning a 'Key Worker' to each child under 5 years old

Informing all parents about how Fàs Mòr is run through maintaining regular, effective communication.

We do this by:

- Using noticeboards, e-mails, and newsletters, ensuring we use translation services and take account of other needs as required.
- Publicising agendas and minutes of meetings as appropriate.

Encouraging and supporting parents to play an active part in the governance and management of the centre.

We do this by:

- Offering parents realistic opportunities to be involved in decision making relevant to the running of the centre, including policy making, self-evaluation and play provision
- Offering parents, the opportunity to stand on the Board of Fàs Mòr.

Providing opportunities for all parents to contribute skills, knowledge and interests to the activities of Fàs Mòr.

We do this by:

- Welcoming contributions from parents in whatever form these take.
- Asking parents for help and support relevant to their own skills and interests to contribute to fulfilling the centre's improvement plan,
- Providing information about opportunities to be involved in the setting in ways that are accessible to all parents.



## **Fàs Mòr Board of Directors**

### Membership

The membership of the Board of Fàs Mòr is determined by the Memorandum and Articles of Association of Fàs Mòr 2003:

There shall be six directors as follows:

- two directors shall represent Sabhal Mòr Ostaig
- two directors shall represent parents
- two directors shall represent the community

The Board may co-opt additional members as and when it sees fit. Membership is open to friends of and parents/ carers of children who attend Fàs Mòr.

### Disclosure

In line with legislation, including the Protection of Children (Scotland) Act 2003, Directors will be required to undergo an Enhanced Disclosure check prior to and as a condition of appointment.

### Period of Office

Directors will normally be appointed for a term of office of 3 years. Directors may be reappointed for a second term of office but would usually be required to stand down for a minimum period of 1 year before seeking selection for a third term of office. It is preferable that no more than 2 Directors stand down at any one time in order to minimise disruption to the work of the Board.

### Procedure

- Proceedings and business of the Board are confidential to Directors and members of the Board and to members of staff
- The Chair of the Board shall be appointed by the Board from among the membership of the Board
- In the absence of the Chair, the members present will appoint a Chair for the meeting
- At all meetings a minimum of 3 directors shall be a quorum
- In instances when equality of votes arise the Chair of the meeting shall have the casting vote
- The Directors of Fàs Mòr will meet at least 3 times a year and will produce minutes of meetings which will be made available to parents [for information only]
- A Secretary will be appointed to service Board meetings, usually from a member of staff at SMO. Unless the Secretary is also a Director, s/he will not have a vote.
- The Manager will be invited to attend meetings, but will not have a vote
- The Board may set up short-term working groups to deal with specific tasks



## **Remit of the Board**

The Board of Directors, in partnership with the Manager, will make decisions relating to the facility and monitor its business activities. The Manager will report to the Board of Directors and the other employees will have the right to refer to the Board of Directors if they have complaints or grievances about the Manager.

The remit of the Board is to:

- To provide a high quality, affordable Gaelic-medium facility for the community of and visitors of South Skye
- To endeavour to keep abreast of best practice in Gaelic child care
- To ensure that the facility is properly managed
- To be compliant with national care standards
- To work with Highland Council and the Care and Learning Alliance [CALA] and other relevant organisations
- To identify requirements, development opportunities and organise fundraising
- To ensure that appropriate policies and procedures are in place, that they are followed and that they are reviewed regularly [usually annually]
- To review the level of fees regularly [usually on an annual basis]
- To receive and monitor regular accounting reports and occupancy figures

## Equal Opportunities

Fàs Mòr recognises the need for an equal opportunities approach in its role both as an employer and provider of services for parents and children. It will undertake to ensure that all those concerned will be treated with equal respect in an environment free from prejudice and harassment. Fàs Mòr accepts and supports the statutory requirements which make it unlawful for an employer or employee to discriminate on the grounds of the following protected categories: race, gender, sexual orientation, gender reassignment, disability, age, marriage and civil partnership, pregnancy and maternity, religion and belief, including lack of belief.

## Quality Assurance

- To promote good practice regarding quality assurance in all aspects of the running of Fàs Mòr and to engage all staff in that progress.
- To deal with complaints from parents and carers and from members of staff
- To maintain parental involvement
- To receive feedback from parents and carers and to review and monitor and to ensure that appropriate action is taken



## Staff

- To interview and appoint suitably trained and qualified staff, ensuring that references are taken up prior to appointment
- To ensure that a satisfactory Disclosure Scotland check is received as a condition of appointment
- To ensure that appointed staff are competent in Gaelic, but that ongoing Gaelic language support is available
- To ensure that appropriate and ongoing staff training meets statutory requirements and reflects children's needs ensuring their safety and welfare
- To ensure that staff development needs are met by providing ongoing training for staff at induction, as part of the appraisal system and through Staff Development opportunities within SMO
- To ensure compliance with the Staff Training and Development Policy and Staff Training Policy



## **Code of Conduct for Board members**

The development and success of Fàs Mòr depends on the confidence and support of current and future users. It is the duty of staff (including volunteer staff) and Board members to support and promote the service to the wider community and attempt to resolve any problems or issues relating to Fàs Mòr within the centre.

All matters affecting children are of course confidential to staff, children's parents/carers and where appropriate to nominated Board members.

Members of staff and the Board should always consider the benefits to Fàs Mòr of any actions they may consider taking.

Staff and Board members have various responsibilities to the children, to each other, to Fàs Mòr as an organisation beyond that of individual parents and members of the community.

Over and above specific duties attached to each staff/Board member's role they have the following responsibilities in the areas of accountability and confidentiality:

- All staff and Board members have a duty to support the centre in the community by promoting good practice including the following of policies and procedures
- Staff and Board members should not discuss specific issues within the community where these have a negative impact on any individual or on club's activities
- All staff and Board members should actively seek positive ways of solving issues/ conflicts arising out of Fàs Mòr's activities with other staff/ Board members in line with confidentiality and complaints/grievance procedures
- Operational matters relating to specific children are confidential to the staff and child's parents/carers and only occasionally to certain members of the Board where appropriate
- Financial matters relating to the centre are confidential to staff and Board members
- Decisions about publicising operational, financial or other club issues will be made by the Board of Fàs Mòr as appropriate
- Any instances where staff and/or Board members feel that the community or other outside groups or agencies should know of internal issues must firstly gain approval of the Board including the Chairperson
- Board and staff members of Fàs Mòr have a duty to actively promote the benefits of the service and facility



## Complaints

We are committed to the development of quality play, care and education, respecting the rights and needs of all children and their parents or carers.

If any member of this group has a complaint they can:

- Informally discuss the issue with the Manager, Tel: 01471 888366
- Informally discuss the issue with a member of the Board of Directors.

This informal complaint will be discussed, investigated and resolved within 7 working days.

If the matter is not resolved within the agreed timescale you may contact the Board of Directors in writing:

Board of Directors

Fàs Mòr

Sabhal Mòr Ostaig

Sleat

Isle of Skye

IV44 8RQ

Your complaint will be investigated and responded to within 14 working days.

Alternatively, you may, at any point of the complaint, write directly to:

SCWIS

Compass House

11 Riverside drive

Dundee

DD1 4NY



## Skilled and Trusted Staff

### Staff Recruitment and Selection

Fàs Mòr aims to;

- attract and select the best possible applicants to vacancies
- deter, identify and reject prospective applicants who are unsuitable for work with children or young people
- meet statutory requirements of the Equality Act 2010
- treat all applicants fairly and clearly.

### Recruitment and Selection Procedures

1. We are vigilant in our recruitment procedures. We follow this procedure every time we recruit a new staff member to our team.
2. We have a minimum of two people on our recruiting panel. The same two people are involved in every step of the process. At least one member of the panel will have attended training in safe recruitment procedures. At least one member of the panel will be a parental representative from the Board
3. Adverts are be in Gaelic only or Gaelic & English where appropriate. All our adverts include a policy statement that all applicants are subject to a satisfactory enhanced check by Disclosure Scotland”.
4. Any person enquiring about the post is be supplied with a job description, person specification and an application form. They are also informed about the selection process. All applicants must complete, in full, an application form. CV's will not be accepted.
5. We shortlist all candidates against the person specification for the post. We ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not. We welcome applications from all sections of the community. Applicants will be considered based on their suitability for the post, regardless of their marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation.
6. Interviews will always be face to face and wherever possible be held in Gaelic. A minimum of two people, usually the manager and a representative of the Board, will sit on the interview panel. Both will be involved in the overall decision making. At the interview, each candidate will be required to prove their identity against photo ID (for example a passport, birth certificate or driving licence) At the interview, candidates will be questioned using the same set criteria and same questions. The questions will be formulated from the essential criteria listed in the person specification and specific areas of childcare. All candidates are required to declare any information that is likely to appear on a PVG disclosure
7. The manager and Board member will then select the most suitable person for this position based on their knowledge and understanding of working with children as well as the needs of Fàs Mòr. Each candidate will receive communication from Fàs Mòr stating whether they have been successful or not.



### Employment checks

We will follow the principles of good practice in child protection as outlined by the Highland Child Protection Committee and detailed in our Child Protection Policy.

- The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences.
- Referees will be sought directly from the referee. References or testimonials provided by the candidate will not be accepted.
- Referees will be asked specific questions about the candidate's suitability for working with children and young people as well as any disciplinary warnings, including time expired warnings that relate to the safeguarding of children and the candidate's suitability for the new post.
- The successful candidate will be subject to an enhanced Disclosure check through the PVG Scheme prior to starting work.

The new employee, both volunteers and paid staff, will not have unsupervised access to any children in the setting before they become a member of the PVG Scheme, and a decision is made about that person's suitability. In addition, they will not have access to any child's records and learning & development information and will not undertake any personal duties with children such as toileting, nappy changing or nap time.



## **Staff Induction**

Our aim is to provide a thorough and professional induction programme which will:

- turn new recruits into effective workers
- ensure the quality of care for children
- uphold safeguarding standards
- improve motivation and performance
- increase commitment from employees

We will ensure that:

- For all new staff, a clearly written and structured induction programme is in place that includes training, shadowing and opportunities to read and discuss policies and procedures.
- The induction plan sets out what new staff members will cover before beginning work and throughout the 3-month induction period.
- Throughout the induction period, all new staff members will have regular formal supervision and 1:1 meetings with the manager to discuss how it's going and identify any further training and development needs.
- All staff will have access to a Staff Handbook, Fàs Mòr Policies & Procedures, a copy of the National Care Standards, the SSSC Code of Practice and a copy of Getting It Right for Every Child.
- All new staff will be required to undertake training in Child Protection, Elementary Food Hygiene and First Aid (if not in possession of a valid certificate).
- New employees, volunteers and trainees will receive an initial health and safety induction. This induction will outline the more significant hazards of the workplace, safe systems of work and control measures to be taken. We will ensure that further induction, additional training, instruction and supervision will be provided until a consistent degree of competence is demonstrated for the tasks and areas of work allocated.
- At the end of the 3-month probationary period new staff will be given a probationary appraisal. If this is satisfactory then the employment will be confirmed.

## Health and Safety Induction

New employees, volunteers and trainees will receive an initial Health and safety induction. This induction will outline the more significant hazards of the workplace, safe systems of work and control measures to be taken.

We will ensure that further induction, additional training, instruction and supervision will be provided until a sufficient and consistent degree of competence is demonstrated for the tasks and areas of work allocated. The content and issue of induction will be recorded.



## **Staff Code of Conduct**

**Attitude:** You must, always, be aware of your responsibility as a role model when working within Fàs Mòr. The children will look to you for guidance in many different aspects including socially and emotionally. If you feel that you have any problems in dealing with a child, parent, carer or fellow staff member, you must speak to your manager to work through this. You must, always, remember that you are there to provide positive experiences and a stimulating and enthusiastic environment for the children. You must always show encouragement to each child equally.

**Communication:** You must, always, be aware that the language you use within the setting is appropriate for the children. Personal information should not be discussed in front of the children. Care must be taken to ensure that children are actively listened to and appropriate responses are given. Body language is important, as children will pick up mixed messages if both verbal & non-verbal language is conflicting. Gaelic should always be spoken when possible.

**Confidentiality:** You must, always, be aware that information about individual children/families must not be discussed in front of the children or outside the setting. You must refer and adhere to Fàs Mòr 's confidentiality policy.

**Dress Code/Personal Hygiene:** You must, always, remember that appropriate clothes must be worn within the centre and for trips out. Soft shoes, Fàs Mòr uniform and comfortable clothes should be worn to support a variety of activities. You must be of clean and tidy appearance to support the children's awareness of personal hygiene. Regular hand washing is essential for the health of yourself and every other service user.

**Personal Conduct:** You must, always, be aware that smoking strictly prohibited. It is not acceptable that you attend work with a hangover or be intoxicated with alcohol or drugs. If you feel you have any problems with the above, you must speak to your Manager.

**Interaction with children:** You must, always, remember that when working with children your actions must be appropriate. This includes supporting the children with a positive attitude, promoting equal opportunities and respecting the individual child. You should request support from a colleague if you feel you cannot deal with a situation effectively. Behaviours from the children, both positive & negative, should be dealt with consistently in relation to Fàs Mòr's policies and procedures.

**Interaction with parents/carers:** You must, always, remember to promote equal opportunities with all parents/carers. Ensure that you make time to speak to each child's parent/carer.

**Interaction with colleagues:** You must, always, be aware that it is your individual responsibility to support the workings of the team. Any problems must be addressed promptly to support the positive atmosphere within the centre.

**Mobile Phones:** Staff will leave mobile phones in the office and should only make calls and texts when on staff breaks. Use of staff phones will be restricted to playing music and taking on outings. Staff are not permitted to take photographs or videos with their personal mobile phones.



## Smoking

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

All of our workspaces are smoke-free and all employees have a right to work in a smoke-free environment. Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, contractors, customers or members and visitors.

### Agreed external areas for smoking are as follows:

Main entrance door to the main Fàs building where there is a designated ash tray bin.

You are not permitted to smoke outside of the outdoor play area, or at the main entrance leading down to Fàs Mòr.

All employees, consultants and contractors will be made aware of this policy. Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the premises.

### Help to Stop Smoking

Support for smokers who want to stop will be provided. Sources of support are: Smokeline 0800 848484, the Public Health Department of your local NHS Board, or your local GP surgery.



## Staff Supervision

Fàs Mòr is committed to ensuring staff receive effective supervision, are valued for their contributions and are encouraged to realise their potential.

The main aims of supervision are for all staff members to:

- be clear about their role and responsibilities;
- understand and achieve the standards expected of staff working in a childcare setting and within Fàs Mòr;
- receive support and training to deliver a care service of the highest standard;
- be clear about communication channels which allow for constructive two-way feedback;
- be confident and happy in their work.

Staff supervision will also:

- enable work to be planned and progress monitored;
- ensure that learning and professional development requirements are planned for;
- develop a positive culture which focuses on continuous improvement and consistent practice.

Supervision is a process in which the workload and performance of each member of staff is evaluated and reviewed so that where necessary learning and change can take place. Informal supervision takes place on a day to day basis, formal supervision can take place to complement the Staff Appraisal process.

Supervision is a private but not a confidential process. This means that the records are the property of Fàs Mòr and not the individual. Where there is an explicit issue that needs to be treated as confidential this must be agreed between the supervisor and supervisee.

Supervision is not a forum for dealing with disciplinary matters, although concerns about work, personal competence or conduct will be raised in supervision. Where it is anticipated that a more formal resolution is needed, the matter should be dealt with outside the supervision forum via the usual personnel procedures.

Areas of disagreement between supervisor and supervisee will be recorded on the supervision records. Areas of disagreement that cannot be resolved may be referred to the Fàs Mòr Board.

Supervision will be conducted in a way that recognises people are individuals, the unique experience that they bring to their work and the impact their work has on them, particularly in respect of age, race, religion, gender, disability and sexual orientation;

The frequency of supervision for individuals should be agreed between the supervisor and supervisee when negotiating the terms of the supervision agreement.



## **Career Review Appraisals**

Each member of staff will participate in an annual Career Review, the appraisal being conducted by the appropriate line manager. The appraisal will allow members of staff to discuss their work performance, allow consideration of concerns and the identification of staff development needs and aspirations.

The experience of the appraisal should be positive and should not involve unexpected issues.

### Conduct of the appraisal

Appraisals should be positively orientated and should not deal with issues which should be dealt with in a disciplinary setting. Arrangements for the appraisal should be made in advance and, if possible, should take place in an informal setting, free from interruptions. The agenda should, broadly, be agreed in advance and necessary documentation should be to hand.

The appraisal should be informal, constructive, and participative and involve an exchange of views. The initial stage should involve a review of the outcomes from the previous review. The second stage should involve consideration of personal and organisational plans while the final stage should involve the mutual identification of key objectives which should be recorded. Objectives should be achievable, assessable and time related.

Throughout the appraisal the reviewer must be mindful of Fàs Mòr policies and practices.

### Record Keeping

Reviewers and reviewees should each sign the record of appraisal with reviewees being given time to read what has been recorded. If agreement cannot be reached, the record should nevertheless be signed and the reviewee should note that he/she has not agreed the content. This part of the process should be completed within 10 working days of the date of the appraisal.

### Resolution of Disagreements

The Career Review process should be regarded as an opportunity to raise issues and to seek resolution of any disagreements. The reviewer should bear in mind that while a failure to meet objectives may lie with the reviewee that failure might equally result from circumstances and / or management actions.

Exceptionally it is open to a member of staff to approach the Board to request that an alternative reviewer be assigned to conduct the appraisal. Such a request will normally be granted. However, it may not always be possible to assign another appropriate reviewer.

In the event that it does not prove possible to resolve disagreement in the context of the Career Review process and the reviewee considers outstanding issues to be substantive then he/she may, within 10 working days of the signing of the Career Review record, send a written request to the Board to initiate the appeals procedure. Any such request will be dealt with in accordance with Fàs Mòr's Grievance Procedures.



## **Staff Development and Training**

Fàs Mòr is committed to the self-development and motivation of every individual, and we will do all that we can to ensure that staff are appropriately qualified or working towards the relevant qualifications, as set out by the Scottish Social Services Council (SSSC).

The Board and Management of Fàs Mòr will undertake an annual review of organisational and individual training needs and identify areas of priority.

Through our recruitment and selection procedures we aim to employ the best person for the job. During interview we will explain Fàs Mòr's policy regarding training and seek a willingness to develop personal skills and knowledge appropriately once in post.

We will provide relevant and timely induction for all staff as detailed in our Staff Induction Policy. Staff will be required to undertake relevant training in First Aid, Fire Safety, Food Hygiene, Manual Handling and Child Protection.

To develop good practice, areas for self-development will be identified by each member of staff. Staff will be required to undertake a consultation with their supervisor to reach an agreement and arrange a plan of action to address their development and training requirements which shall be recorded in their own Personal Development Plan.

To further support and encourage each member of staff to develop their skills and knowledge, regular support meetings and annual staff appraisals will be conducted to ensure that staff are achieving their training and development requirements as set out in their Personal Development Plan.

Fàs Mòr will access appropriate courses, workshops, in-service and/or accredited training for each staff member provided through the Care and Learning Alliance, Highland Council, Hi-MATS, Sabhal Mòr Ostaig, Bòrd na Gàidhlig and other relevant training organisations.

We will facilitate staff attendance at training by ensuring that they are appropriately reimbursed for their time and resultant, agreed expenses.

We will ensure that adequate relief cover is provided so that other staff or the children are not disadvantaged by staff absence.

To gain maximum benefit to Fàs Mòr and its service users, staff will provide feedback on the training attended to the Manager and staff as agreed appropriate.

We will monitor the effectiveness of the training against The National Care Standards and Fàs Mòr improvement and development priorities.



## Disciplinary and Grievance

This procedure is designed to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance. This procedure applies to all employees. The aim is to ensure consistent and fair treatment for all.

### Principles

- Informal action will be considered, where appropriate, to resolve problems.
- No disciplinary action will be taken against you until the case has been fully investigated.
- For formal action you will be advised of the nature of the complaint against you and will be given the opportunity to state your case before any decision is made at a disciplinary meeting.
- You will be provided, where appropriate, with written copies of evidence and relevant witness statements in advance of a disciplinary meeting.
- At all stages of the procedure you will have the right to be accompanied by a trade union representative, or a work colleague.
- You will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will be dismissal without notice or payment in lieu of notice.
- The procedure may be implemented at any stage if your alleged misconduct warrants this.

### The Procedure

#### First stage of formal procedure

An improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. The individual will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for 6 months but will then be considered spent – subject to achieving and sustaining satisfactory performance.

#### Final Written warning

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, you may be issued with a final written. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to dismissal (or some other action short of dismissal) and will refer to your right of appeal. A copy of this written warning will be kept by your Line manager but will be disregarded for disciplinary purposes after 6 months subject to achieving and sustaining satisfactory conduct or performance.



## Dismissal or other sanction

If there is still further misconduct or failure to improve performance the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary or transfer. Dismissal decisions can only be taken by the appropriate senior manager, and you will be provided in writing with reasons for dismissal, the date on which the employment will terminate and the right of appeal.

If some sanction short of dismissal is imposed, you will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept but will be disregarded for disciplinary purposes after 6 months subject to achievement and sustainment of satisfactory conduct or performance.

The following list provides some offences which are normally regarded as misconduct:

- Poor time keeping
- Unauthorised absence
- Time wasting
- Failure to notify promptly reasons for absence
- Untidiness at place of work
- Poor quality of work
- Failure to attend Training as required
- Disregard of management authority
- Misuse of equipment and/or machinery
- Absent without leave or without valid medical certification
- Gambling, betting or money lending during working hours except with PRIOR permission to organise raffles, sweepstakes etc.
- Careless working practices
- Failure to comply with Policies, and current legislation, including behaviour that is bullying, discriminatory, harassing or victimising of others on grounds of age, disability, gender, race, religious faith and belief or sexual orientation.



The following list provides some offences which are normally regarded as gross misconduct:

- Harmful behaviour towards a child or protected adult
- Theft or fraud
- Physical violence or bullying
- Deliberate and serious damage to property
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Serious insubordination
- Unlawful discrimination or harassment
- Bringing the organisation into serious disrepute
- Serious incapability at work, brought on by alcohol or illegal drugs
- Causing loss, damage or injury through serious negligence
- A serious breach of health and safety rules
- A serious breach of confidence

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the Fàs Mòr Board is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

### Appeals

If you wish to appeal against a disciplinary decision you must do so within five working days. The chair of the board will hear all appeals and his/her decision is final. At the appeal any disciplinary penalty imposed will be reviewed



## Whistleblowing

### Procedure

- If a member of staff is concerned about something that they think is bad practice they should talk in the first instance to their line manager or a senior manager about this.
- If they do not feel able to do so because, for example, they believe that line managers are involved in some way or are unlikely to act about the concern, they should contact a more senior manager. Ultimately, they may contact the Fàs Mòr Board and ask to speak confidentially.
- If there is a concern that involves a senior member of staff it may be necessary to approach the Chair of the Board.
- Fàs Mòr will treat concerns raised in this way seriously and will investigate them thoroughly in whatever way seems most appropriate.
- Managers must ensure staff read the policy and guidelines so they know their rights and the support they will receive if they raise a genuine concern.
- In the first instance the individual will receive a written response from the Manager or person with whom they have raised the concern, indicating how the matter will be dealt with and giving them an estimate of how long it may take.
- If, as part of the resolution of the concern raised, there requires to be a meeting between the individual and the person about whom the concern is raised, individuals will have the right, should they wish, to be accompanied by a trade union representative (if appropriate), or work colleague who is not directly involved.
- Some situations may be resolved promptly; others may require formal investigation.
- The individual will be informed of the outcome and any steps that have been taken, subject to legal constraints and appropriate confidentiality.
- Managers or person dealing with concerns raised will be required to submit a summary report of the concern that was raised, how it was dealt with, and the outcome to the board.
- Once the Manager or person dealing with a concern has investigated and/or resolved the issue that was causing a person concern, s/he will notify the person of the outcome subject to legal restraints and confidentiality.



### Raising Issues Anonymously

It is not appropriate to raise concerns anonymously as concerns cannot be properly clarified and explored and may be considered malicious.

If anonymous concerns are raised, they will not be dealt with under this procedure. An individual can initially contact a manager anonymously to discuss the procedure, but they cannot proceed with their concerns anonymously.

Although concerns cannot be raised anonymously, they can be raised confidentially whenever this is possible and individuals will be supported through the process of confidential reporting, and afterwards.

Confidentiality is subject to an initial investigation of the concern as it may be that other statutory or organisational procedures, such as the disciplinary or grievance procedures, need to be invoked and it may be impossible to conceal the source of the information.

In some situations, such as disciplinary procedures, child protection procedures or a referral to the police, individuals may be required to make a formal statement and give witness evidence.

### Public Disclosures

All staff have a duty of confidentiality. Concerns raised internally must not, therefore, be disclosed externally.

If a member of staff feels unable to raise their concern because they believe they will be victimised, or evidence will be destroyed, the matter may in certain limited circumstances be disclosed outside as a 'qualifying disclosure' under the Public Interest Disclosure Act. Any staff considering such an action must seek advice from their trade union, professional body, or independent legal adviser or contact: Public Concern at Work, Suite 306, 16 Baldwins Gardens, London EC1N 7RJ. Telephone: 020 7404 6609. Website: [www.pcaw.co.uk](http://www.pcaw.co.uk)

### Individuals' Protection

- Staff may feel vulnerable if they raise concerns.
- They will be treated, as with the person against whom they have raised the concerns, with seriousness and respect.
- Potential tensions within the workplace will be sensitively considered and a range of support to staff involved in any investigation process will be available.
- If individuals are prevented from making a confidential report or are victimised in any way, such treatment will be viewed as a serious disciplinary offence.
- If, however, allegations made by individuals are malicious this will also be treated as a serious disciplinary offence.
- The Public Interest Disclosure Act 1988 protects staff who report wrong doing within the workplace.



## **Maternity Leave**

The following definitions are used in this policy:

Expected week of childbirth means the week, starting on a Sunday, during which the employee's doctor or midwife expects her to give birth.

Qualifying week means the 15th week before the expected week of childbirth.

### Notification of pregnancy

On becoming pregnant, you should notify your line manager as soon as possible. This is important as there are health and safety issues to consider.

By the end of the qualifying week, or as soon as reasonably practicable afterwards, you are required to inform us in writing of:

- the fact that you are pregnant;
- your expected week of childbirth; and
- the date on which you intend to start your maternity leave.

You must also provide a MAT B1 form, which is a certificate from a doctor or midwife confirming the expected week of childbirth. The form must have either the doctor's name and address or the midwife's name and registration number on it.

You are permitted to bring forward your maternity leave start date, if you advise us in writing at least 28 days before the new start date or, if that is not possible, as soon as reasonably practicable. You may also postpone your maternity leave start date, if you advise us in writing at least 28 days before the original proposed start date or, if that is not possible, as soon as reasonably practicable.

### Time off for antenatal care

Once you have advised us that you are pregnant, you will be entitled to take reasonable paid time off work to attend antenatal appointments as advised by your doctor, registered midwife or registered health visitor.

In order to be entitled to take time off for antenatal care, you are required to produce a certificate from your doctor, registered midwife or registered health visitor, stating that you are pregnant. Except in the case of the first appointment, you should also produce evidence of the appointment, such as a medical certificate or appointment card, if requested to do so.

You should endeavour to give your line manager as much notice as possible of antenatal appointments and, wherever possible, try to arrange them as near to the start or end of the working day as possible.



### Sickness absence

If you are absent from work during pregnancy owing to sickness, you will receive normal statutory or contractual sick pay in the same manner as you would during any other sickness absence, if you have not yet begun ordinary maternity leave. If, however, you are absent from work due to a pregnancy-related illness after the beginning of the fourth week before your expected week of childbirth, your maternity leave will start automatically.

If you are absent from work wholly or partly because of pregnancy during the four weeks before the expected week of childbirth, you must notify us in writing of this as soon as reasonably practicable.

### Maternity leave

All pregnant employees are entitled to take up to 26 weeks' ordinary maternity leave and up to 26 weeks' additional maternity leave, making a total of 52 weeks. This is regardless of the number of hours you work or your length of service. Additional maternity leave begins on the day after ordinary maternity leave ends.

Ordinary maternity leave can start at any time after the beginning of the 11th week before your expected week of childbirth (unless your child is born prematurely before that date in which case it will start earlier). Maternity leave will start on whichever date is the earlier of:

- your chosen start date;
- the day after you give birth; or
- the day after any day on which you are absent for a pregnancy-related reason in the four weeks before the expected week of childbirth.

The law obliges all employees to take a minimum of two weeks of maternity leave immediately after the birth of the child.

### Ordinary maternity leave

During the period of ordinary maternity leave, your contract of employment continues in force and you are entitled to receive all your contractual benefits, except for salary. In particular, any benefits in kind will continue; contractual annual leave entitlement will continue to accrue; and pension contributions will continue to be made provided that you are receiving statutory maternity pay (SMP). Employee contributions will be based on actual pay, while employer contributions will be based on the salary that you would have received had you not gone on maternity leave.

Your salary will be replaced by statutory maternity pay.

You are encouraged to take any outstanding annual leave due to you before the commencement of ordinary maternity leave. You are reminded that holiday must be taken in the year that it is earned and therefore if the holiday year is due to end during maternity leave, you should take the full year's entitlement before starting your maternity leave.



### Additional maternity leave

During the period of additional maternity leave, your contract of employment continues in force and you are entitled to receive all your contractual benefits, except for salary. Any benefits in kind will continue and contractual annual leave entitlement will continue to accrue.

Salary will be replaced by statutory maternity pay (SMP) for the first 13 weeks of additional maternity leave if you are eligible to receive it. The remaining 13 weeks of additional maternity leave are unpaid.

Statutory maternity pay is payable for up to 39 weeks during maternity leave. You are entitled to SMP if:

- you have been continuously employed by Fàs Mòr for at least 26 weeks at the end of the qualifying week and are still employed during that week;
- your average weekly earnings in the eight weeks up to and including the qualifying week are not less than the lower earnings limit for national insurance contributions;
- you are still pregnant 11 weeks before the start of the expected week of childbirth (or have already given birth);
- you provide a MAT B1 form stating your expected week of childbirth; and
- you give proper notification of your pregnancy in accordance with the rules set out above.

For the first six weeks, SMP is paid at the higher rate, which is equivalent to 90% of your average weekly earnings calculated over the period of eight weeks up to and including the qualifying week.

The standard rate of SMP is paid for the remaining 33 weeks (or less if you return to work sooner). This is paid at a rate set by the Government for the relevant tax year. Statutory maternity pay is treated as earnings and is therefore subject to PAYE and national insurance deductions. Payment of SMP cannot start prior to the 11th week before your expected week of childbirth. Statutory maternity pay can start from any day of the week in accordance with the date you start your maternity leave. Statutory maternity pay is payable whether you intend to return to work after your maternity leave or not.

### Contact during maternity leave

Shortly before your maternity leave starts, we will discuss the arrangements for you to keep in touch during your leave, should you wish to do so. We reserve the right in any event to maintain reasonable contact with you from time to time during your maternity leave. This may be to discuss your plans for return to work, to discuss any special arrangements to ease your return to work or simply to update you on developments at work during your absence.

### Keeping-in-touch days

Except during the first two weeks after childbirth you can agree to work (or to attend training) for up to 10 days during maternity leave without that work bringing the period of your maternity leave to an end and without loss of a week's SMP. Any work carried out on a day shall constitute a day's work for these purposes.

Fàs Mòr has no right to require you to carry out any work, and you have no right to undertake any work, during your maternity leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between Fàs Mòr and you, the employee.



## Returning to work

You will have been formally advised in writing by Fàs Mòr of the date on which you are expected to return to work if you take your full 52-week entitlement to maternity leave. You are expected to return on this date, unless you notify us otherwise. If you are unable to attend work at the end of your maternity leave due to sickness or injury, normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

If you wish to return to work earlier than the expected return date, you must give at least eight weeks' notice of your date of early return, preferably in writing. If you fail to do so, we may postpone your return to such a date as will give us eight weeks' notice, if this is not later than the expected return date.

If you decide not to return to work after maternity leave, you must give notice of resignation as soon as possible and in accordance with the terms of your contract of employment. If the notice period would expire after maternity leave has ended, we may require you to return to work for the remainder of the notice period.

## Rights on and after return to work

On resuming work after ordinary maternity leave, you are entitled to return to the same job you occupied before commencing maternity leave on the same terms and conditions of employment as if you had not been absent.

On resuming work after additional maternity leave, again you are entitled to return to the same job as you occupied before commencing maternity leave on the same terms and conditions of employment as if you had not been absent. However, if it is not reasonably practicable for us to allow you to return to the same job, we may offer you suitable alternative work, on terms and conditions that are no less favourable than would have applied if you had not been absent.

If you worked full-time prior to your maternity leave you have no automatic right to return to work on a part-time basis or to make other changes to your working patterns. However, all requests for part-time work or other flexible working arrangements will be considered in line with operational requirements. If you would like this option to be considered, you should write to your line manager setting out your proposals as soon as possible in advance of your return date, so that there is adequate time for full consideration of the request.



## **Paternity Leave**

### Ordinary paternity leave

An employee whose wife or partner gives birth to a child, or who is the biological father of the child, is entitled to two weeks' ordinary paternity leave provided that he/she has 26 weeks' continuous service by the end of the 15th week before the week in which the child is expected.

Ordinary paternity leave is also available to adoptive parents where a child is matched or newly placed with them for adoption. Either the adoptive father or the adoptive mother may take ordinary paternity leave where the other adoptive parent has elected to take adoption leave. In respect of an adopted child, the employee must have 26 weeks' continuous service by the week in which the child's adopter is notified of having been matched with the child for adoption.

To qualify for ordinary paternity leave, the employee must also have, or expect to have, responsibility for the upbringing of the child and be making the request to help care for the child or to support the child's mother.

Ordinary paternity leave is granted in addition to an employee's normal annual leave entitlement. Ordinary paternity leave must be taken in a single block of one or two weeks within eight weeks of the birth or adoption of the child. If the child is born early, it must be taken from the time of the birth but within eight weeks of the expected date of childbirth. Ordinary paternity leave can start either from the date the child is born or placed for adoption or from a chosen number of days or weeks after that date.

Ordinary statutory paternity pay will be paid at a rate set by the Government for the relevant tax year, or 90% of the employee's average weekly earnings (whichever is lower).

Ordinary statutory paternity pay is treated as earnings and is therefore subject to PAYE and national insurance deductions.

Ordinary Statutory paternity pay can start from any day of the week in accordance with the date the employee starts his/her paternity leave.

### Additional paternity leave

Eligible employees may take up to 26 weeks' additional paternity leave within the first year of their child's life provided that the mother has returned to work.

Additional paternity leave is also available to adoptive parents within the first year after the child's placement for adoption, provided that the child's adopter who elected to take adoption leave (the "primary adopter") has returned to work.

The earliest that additional paternity leave can commence is 20 weeks after the date on which the child is born, or 20 weeks after the date of placement of the child for adoption, and it must end no later than 12 months after that date. Additional paternity leave must be taken as a single block in multiples of complete weeks. The minimum period is two consecutive weeks and the maximum period is 26 weeks.



Additional paternity leave will generally commence on the employee's chosen start date specified in his/her leave notice, or in any subsequent variation notice (see "Notification of additional paternity leave" below).

During the period of additional paternity leave, the employee's contract of employment continues in force and he/she is entitled to receive all his/her contractual benefits, except for salary. Any benefits in kind will continue and contractual annual leave entitlement will continue to accrue.

If the employee is eligible to receive it, salary may be replaced by statutory paternity pay for some, or all, of the additional paternity leave period, depending on the length and timing of the additional paternity leave.

Pension contributions will continue to be made during any period when the employee is receiving statutory paternity pay but not during any period of unpaid additional paternity leave. Employee contributions will be based on actual pay, while employer contributions will be based on the salary that the employee would have received had he/she not gone on additional paternity leave.

Employees are encouraged to take any outstanding annual leave due to them before the commencement of additional paternity leave. Employees are reminded that annual leave must be taken in the year that it is earned and therefore if the holiday year is due to end during additional paternity leave, the employee should take his/her outstanding entitlement before starting his/her additional paternity leave.

Additional statutory paternity pay may be payable during some or all additional paternity leave, depending on the length and timing of the leave. An employee is entitled to additional statutory paternity pay if:

- he/she is the father of the child or married to, the civil partner of, or the partner of, the child's mother, or married to, the civil partner of, or the partner of, the child's primary adopter, and, in the case of a birth child, expects to have the main responsibility for the upbringing of the child (apart from the mother's responsibility) or, in the case of adoption, has been matched with the child for adoption, and in either case intends to care for the child during the additional statutory paternity pay period;
- he/she has a minimum of 26 weeks' service, as at the end of the 15th week before the week in which the child is due to be born or, in respect of an adopted child, as at the end of the 15th week before the week in which he/she was notified of having been matched with the child (the "relevant week");
- he/she remains in continuous employment until the week before the additional statutory paternity pay period begins;
- his/her average weekly earnings for the period of eight weeks ending with the relevant week are not less than the lower earnings limit for national insurance contributions;
- the mother is entitled to statutory maternity pay or maternity allowance or, in the case of adoption, the primary adopter is entitled to statutory adoption pay, and the mother or primary adopter has returned to work;
- The mother or primary adopter has at least two weeks of his/her maternity or adoption pay period that remains unexpired; and
- he/she gives proper notification in accordance with the rules set out above.



Additional statutory paternity pay will be paid at a rate set by the Government for the relevant tax year, or 90% of the employee's average weekly earnings (whichever is lower).

Statutory paternity pay is payable whether the employee intends to return to work after his/her additional paternity leave or not.

#### Contact during additional paternity leave

Shortly before an employee's additional paternity leave starts, Fàs Mòr will discuss the arrangements for him/her to keep in touch during his/her leave, should he/she wish to do so. We reserve the right in any event to maintain reasonable contact with the employee from time to time during his/her additional paternity leave. This may be to discuss the employee's plans for return to work, to discuss any special arrangements to be made or training to be given to ease his/her return to work or simply to update him/her on developments at work during his/her absence.

#### Keeping-in-touch days during additional paternity leave

An employee can agree to work for up to 10 days during additional paternity leave without that work bringing the period of his/her additional paternity leave and pay to an end. Any work carried out on a day shall constitute a day's work for these purposes.

Fàs Mòr has no right to require the employee to carry out any work, and the employee has no right to undertake any work, during his/her additional paternity leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between Fàs Mòr and the employee. Any keeping-in-touch days worked do not extend the period of additional paternity leave.

#### Returning to work after additional paternity leave

The employee will have been formally advised in writing of the end date of his/her additional paternity leave. The employee is expected to return on the next working day after this date, unless he/she notifies Fàs Mòr otherwise. If he/she is unable to attend work at the end of additional paternity leave due to sickness or injury, normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

If the employee wishes to return to work earlier than the expected return date, he/she must give at least six weeks' notice of his/her date of early return, preferably in writing.

If the employee decides not to return to work after additional paternity leave, he/she must give notice of resignation as soon as possible and in accordance with the terms of his/her contract of employment. If the notice period would expire after additional paternity leave has ended, Fàs Mòr may require the employee to return to work for the remainder of the notice period.

#### Rights on and after return to work

On resuming work after both ordinary and additional paternity leave (in the latter case where it was an isolated period of leave or taken with certain other types of statutory leave), the employee is entitled to return to the same job as he/she occupied before commencing paternity leave on the same terms and conditions of employment as if he/she had not been absent



## **Sickness**

Fàs Mòr is committed to promoting the health and wellbeing of all its employees. We recognise that some absence from the workplace is unavoidable and sickness absence procedures are in place to encourage and enable the highest practicable attendance standards for all its employees. We understand that some absence through sickness is likely and offer protection of income and employment to those affected wherever possible and in line with our occupational sick pay provisions.

Short-term absence defined as absences lasting less than 21 calendar days.

Long-term absence lasting 21 calendar days or more.

## Principles

- Fàs Mòr's priority is to ensure the health and fitness to work of all employees.
- Employees are expected to make conscientious efforts to attend for work and perform effectively. Where an employee is unable to attend, they are expected to adhere to the notification procedure.
- Where an employee is absent due to ill health, we will aim to assist their return to work
- The manager will immediately notify the personnel when a member of their staff reports in sick and record the absence.
- We will keep in regular contact with absent employees to keep them up to date and offer support, either by visiting them at home or by a telephone call.
- The manager will conduct return to work interviews as soon as practicable, but no later than seven days, following the employee's return to work.
- Where persistent absence has an operational impact on the business, and this is not related to a health or other identifiable issue warranting special leave, sanctions may be applied.

## Employees with Disabilities

Fàs Mòr wishes to assist employees with a disability to realise their full potential and provide them with the same career prospects and promotional opportunities that are available to all employees. In addition, we are committed to assisting with the retraining and rehabilitation of those who become disabled during their working life.

We will make all reasonable adjustments that may be necessary in order to facilitate a return to work for employees with disabilities, and to make appropriate adjustments where these are identified during their employment.



## Sick Pay

Employees who are absent from work through sickness and comply with procedures for notification and the certification of sickness absence will normally be eligible to receive sick pay.

The full pay allowance is inclusive of Statutory Sick Pay (SSP). SSP is payable (subject to minimum qualifying criteria) for 28 weeks each time an employee begins a period of incapacity for work which is not linked to a previous period. Any SSP due will be included in the full sick pay entitlement. Employees in receipt of half sick pay will receive any SSP due in addition to their half pay, subject to the total gross pay being no more than normal salary on full pay. The periods of sickness absence are calculated based on a rolling 12-month period.

All sick pay over and above SSP (known as contractual sick pay) is at Fàs Mòr's discretion and employees who do not comply with the procedures for notification and certification of sickness absence will be excluded from receiving contractual sick pay. If you cannot get SSP, or if you have been off sick for more than 28 weeks and are at that point no longer entitled to contractual sick pay, Payroll will give you form SSP1 and tell you why. You can use form SSP1 to claim incapacity benefit from your local benefit office if you are not entitled to either SSP or contractual sick pay.

We reserve the right, where notification and certification procedures have not been complied with, to reclaim sick pay already paid and to require employees to provide a doctor's note for any absence of 7 days or less. We also reserve the right to call for a medical report by an independent doctor in relation to any period of absence due to illness, or at any time during employment.

Employees who are on sick leave continue to accumulate annual leave.

Under the Working Time Regulations, an employee cannot take sickness absence and a period of annual leave simultaneously but can take advantage of whichever is the more favourable. Therefore, an employee on long-term sick leave can request that they be regarded as taking a period of annual leave rather than a period of sick leave. This may result in an employee receiving normal holiday pay in place of sick pay, where this is more favourable.

Employees away from work owing to sickness can give notice that they wish to take a period of annual leave even though they know it is likely that they will continue to be sick during that period.

Where an employee has been on long term sick leave, in excess of twelve months and has been unable to use their annual leave by the end of the annual leave year then this accrued annual leave will normally be forfeited.

## Absence for medical and dental appointments

With the exception of emergency situations, employees are expected to make arrangements to see their doctor or dentist outside normal working hours, or where this is not possible, at times that will cause the least disruption, normally at the beginning or the end of the working day or during lunch hour.

Where it is necessary for such appointments to take place during working time, the employee must notify their line manager at least 24 hours in advance of the appointment and where possible should show the Line Manager the appointment card.



## **Personal and Domestic Leave**

Fàs Mòr wishes to recognise employees' personal and domestic responsibilities as far as is reasonably practicable - for the employees' health, welfare and convenience - through making available the provision of time off which may be taken as required with the approval of the Centre, taking account of operational requirements.

The benefits of the personal and domestic leave scheme for the Centre include the recruitment and retention of staff in keeping with its overriding purpose to ensure the delivery of a high and quality educational experience for all learners.

### Eligibility

Personal and Domestic leave applies to all employees of Fàs Mòr regardless of length of service or number of hours worked each week.

### Entitlement

In cases of serious illness of a family member or an unexpected domestic crisis or emergency, employees may apply for up to a maximum of three working days paid leave in any 12-month period. Where appropriate, a reasonable amount of additional time off with or without pay may be granted at the discretion of the Board.

The definition of dependant includes - spouse, partner, child, stepchild, foster child, parent (natural, step or foster) or relative, a dependant of the employees who lives in the same household as the employee (other than their employee, tenant, lodger or boarder) or person who reasonably relies on the employee to make such arrangements on their behalf.

For the purposes of the above entitlement an unexpected domestic crisis or emergency may include situations such as those undernoted:

- where the employee must help on an occasion when a dependant falls ill or is injured or assaulted
- where the employee must make arrangements for the provision of care for a dependant who is ill or injured
- because of the unexpected disruption or termination of arrangements already in place for the care of a dependant
- to deal with an incident which involves a child of the employee and which occurs unexpectedly whilst the child is at school or in childcare provision.

This list is not exhaustive.

Fàs Mòr reserves the right to monitor the allocation of leave for each employee under the terms of this policy.



### Application for leave

The employee concerned must notify his/her line manager of the situation at the earliest opportunity in accordance with Fàs Mòr established procedure for the notification of absence and inform him/her of the reason for the absence and how long the absence is likely to last.

The employee should attempt to maintain regular contact with the Manager or the Board. On return to work the employee, should complete the appropriate form, which should be submitted to the Manager for recording purposes.

### Bereavement/ Compassionate Leave

Leave with pay shall be granted on the following basis:

- Where the employee is an immediate family member or dependant of the deceased mother/father (natural, step, foster), brother, sister, child, step child, foster child, partner or spouse) and/or where the employee is responsible for making arrangements in connection with a death, up to one working week
- where the employee is a relative of the deceased, one day
- in other cases, the time necessary to attend the funeral
- where an employee is required to conduct business in connection with a death (e.g. executor of the will), leave as necessary will be allowed, with due regard to be taken of the circumstances
- reasonable travel time will be given



## **Unauthorised Absence**

This applies if an employee fails to comply with sickness absence policy (or provide the required evidence within the required time period), fails to attend work, fails to return from holiday or is absent from work for any other reason without permission.

If an employee is absent from work without good cause and/or fails properly and effectively to notify the manager of his/her absence, this may be treated as a serious disciplinary offence, potentially constituting gross misconduct.

### Action on first day of absence

On the first day of the employee's absence, his/her line manager will attempt to contact him/her, making a note of the means used (telephone or email) and keeping a record of the time. If the employee does not answer the telephone, the manager will attempt to leave a voicemail message asking him/her to return the call. If the manager is unable to contact the employee, he/she may attempt to contact the employee's next of kin or listed emergency contact.

### Action on second day of absence

On the second day of the employee's absence, if nothing has been heard from the employee and the manager has again been unable to contact the employee and has not received a satisfactory explanation from the employee's next of kin or emergency contact, the manager will write to the employee detailing his/her absence and the attempts to make contact. The letter will say that no satisfactory explanation for the absence has been received and require that the employee contact the manager as soon as possible, but no later than 3 days after the date of the letter. The letter will warn the employee that, if he/she fails to make contact by the deadline, the Fàs Mòr board may take serious disciplinary action.

### Further action after second day of absence

If, following the deadline, the employee has still not contacted the manager, the manager will send the employee a letter inviting him/her to attend a disciplinary hearing to explain his/her absence. The letter should warn the employee that the lack of an adequate explanation could result in summary dismissal for gross misconduct.

### Disciplinary action

If the manager contacts the employee and/or the employee returns to work, the manager should conduct an immediate investigation into the reasons for his/her absence and his/her lack of contact.

If the employee can give adequate explanations for his/her absence and lack of contact, the manager can conduct a return-to-work interview. If the employee is unable to provide an adequate explanation for his/her absence and lack of contact, Fàs Mòr may treat the absence and the failure to follow the absence reporting procedure as disciplinary matters.

If the employee claims to have been sick (to the extent that this also precluded contacting the Manager), the manager can ask for reasonable evidence of this. If the employee is unable to provide sufficient evidence, Fàs Mòr may consider whether or not the claimed sickness absence was genuine.



If the manager considers the employee's failure to attend work to be potential gross misconduct, the employee should be suspended. The Company will conduct any disciplinary hearing in accordance with its disciplinary procedure.

#### Unauthorised annual leave

If an employee has been refused a request for annual leave but declares that he/she intends to take the time off anyway, the employee's manager should write to the employee instructing him/her to attend work. The letter should confirm that:

- the leave request (for the specific dates) was legitimately declined;
- he/she is expected to attend work as usual; and
- failure to do so will be unauthorised absence, be unpaid and may result in disciplinary action, which could result in summary dismissal for gross misconduct.

The letter should invite the employee to reconsider his/her expressed intention to be absent.

If, having sent this letter, the employee fails to attend work, the manager should treat the absence as unauthorised. If an employee has been refused a request for annual leave but fails to attend work (either saying that he/she is sick or by making no contact), the Fàs Mòr board will investigate this as a potential unauthorised absence.



## Closure Policy

Whilst Fàs Mòr strives to break even we are to an extent reliant upon external financial support for our day-to-day running. In the event of this support coming to an end, Fàs Mòr will support the needs of staff, volunteers and users in the following ways:

- The Board shall ensure that at no time is Fàs Mòr operating while insolvent
- In the event of a failure to secure funding to operate the service, the Board shall ensure that a minimum of four weeks' notice of intent to close the service will be given to all staff, volunteers and users
- Staff shall be given required statutory notice and any payments due such as holiday pay accrued
- Fàs Mòr shall ensure that all outstanding bills are paid in full and that all monies due to the centre are collected
- Staff shall be directed to Citizen's Advice Bureaux and Job Centres for appropriate advice on benefits and employment opportunities
- Volunteers shall be given details of volunteer support agencies
- Users shall be directed to the Childcare Information Service for advice on alternative childcare in the area
- In disposing of the assets of Fàs Mòr such as play equipment, the Board shall follow the constitution/Memorandum & Articles of Association and distribute the assets to charities with similar aims after settlement of any outstanding debts
- The Board will ensure they follow guidelines for closure of Fàs Mòr by informing the Care Inspectorate, Inland Revenue and Companies House as appropriate
- Arrangements shall be made for the storage of relevant documents /paperwork relating to financial details/accounts, accident books, child protection etc as required

Before making any decision to close Fàs Mòr, the Board will seek advice from their local Childcare Partnership.

*All Fàs Mòr 's policies are subject to law. Policies are approved by the Board of Fàs Mòr. Each policy shall be subject to periodic review in accordance with Fàs Mòr procedure. The application of the Policies and the exercise of discretion by managers will be monitored on an annual basis to ensure that they are applied*