

Absence of Manager in Charge Policy

Principle

At Mariner's Afterschool Care management is committed to organising the staff, resources and environment to ensure the provision of a high quality of care at all times.

Policy

This policy has been introduced to ensure that the appropriate processes are in place to ensure that all absences by the Manager-in-Charge for whatever duration are covered under the agreed deputising arrangements in Mariners afterschool Care

At all times management will ensure that:

- The designated deputy/deputies will reflect the management structure in Mariner's Afterschool Care and will have appropriate levels of experience and qualifications required to deputise.

Procedure

- All employees understand their responsibilities and follow absence and sickness notification procedures.
- In the **unplanned** absence of the Afterschool Manager, the Relief Manager within the facility will deputise in their absence. Appropriate staff cover will be provided to ensure that the Relief Manager can remain supernumerary while fulfilling this position. The Afterschool Manager must inform the HUBB Board of their non attendance at work before 8.00pm or the previous evening so arrangements can be made for an alternative staff member to be present to ensure ratios are covered.
- Management at Afterschool will ensure that there is a suitably qualified and experienced deputy employed within the setting at all times
- Management has contingency arrangements in place with relief staff to cover both absences and emergencies, to ensure that ratios are maintained at all times.
- Management will use Health and Social Care Trust guidance on obtaining Fit Person checks for all staff and volunteers .
- Management will keep all records relating to employment of staff and volunteers, in particular those demonstrating that checks have been completed.
- Mariners afterschool club will continue to comply with all policies within the setting and those in a deputising role will be aware of their additional duties, during the absence of the person in charge as reflected in their terms of employment.

NOTE: Management reserves the right to review the duties of the deputy during the absence of the person in charge to ensure all aspects of the setting can remain operational.

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Accidents – Prevention, Reporting, Recording and Notification

Prevention:

At Mariners Afterschool Care we foster the belief in providing as safe an environment as possible for the children in our care.

Play spaces and equipment is continually monitored by staff in order to help in the prevention of accidents. Staff are dutiful in ensuring equipment that is damaged or unfit for its purpose is disposed of correctly or Management notified for repairs (see Management of Risks Policy for more information). Any spillages that occur are also promptly cleaned up in the appropriate way.

Staff ratios are adhered to at all times and play experiences are planned in a way which should consider children's safety at all times, allowing opportunity for children to risk take in a safe, monitored way.

Reporting, Recording and Notification:

Accidents however will occur and at Mariners Afterschool Care we have rigorous reporting, recording and notification processes.

Accidents that occur to a child in the care of Mariners Afterschool Care will be recorded on the Accident Form (See attachment). The staff member who dealt mainly with the accident will complete the form as soon as possible, the form will be counter signed by any other staff or adults present in the play space. Accidents will be brought to the attention of the Manager on Duty and counter signed.

If an injury has been sustained as the result of an accident, a staff member trained in First Aid will treat the injury in the appropriate way. If an injury is deemed more serious the child may be taken to a local accident and emergency department, if previous consent has been sought from the parent/carer or an ambulance would be called by the Manager in charge. Parents/carers would be informed immediately if an accident of this nature occurs and would be expected to meet the accompanying staff member at the hospital.

If a child sustains an injury which is minor in nature parents will be informed if they have indicated that they wish to be during registration. However, on occasion a senior member of the childcare team may take the decision to call the parent or carer to inform them of the accident.

All completed Accident Forms should be shown and explained to the parent/carer by a staff member on return to the Daycare and the parent/carer should sign the form and make any comment they may have.

Accident forms will be retained indefinitely.

ACCIDENT/INCIDENT FORM

Name of child	Child's DOB
Date	Time
Location	
Full Description of accident /incident	
What was the cause of accident/incident	
Who was present (staff)	
Print Names	Signatures
Who was present (other adults)	
Immediate action taken:	
Who took the immediate action	
Follow up action:	
Where there any visible marks on the child: yes/no	
If yes please detail	
Who informed parent/carer?	
Staff member name:	

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Date:

Time:

Please detail comments from parent/carer once informed?

Was the Manager informed?

Yes/No

By whom:

Time:

Date:

Was anyone else informed? (health visitor, social worker, surestart worker, family member etc)

Yes/No:

Who was informed

By Whom:

Time:

Date:

Signed staff member who completed form Date:	Signed Parent/Carer Date:
Supervisor signature once internally checked	Date internally checked by Supervisor
Manager signature once internally checked	Date internally checked by Manager

Adverse Conditions Policy

Principle

Mariner's Afterschool Care considers that during severe weather conditions, e.g. snow or if there is a power/heating problem, the health and safety of children, parents/carers, staff and volunteers will be our main priority.

Policy

The setting has implemented this policy to ensure Management and staff have the appropriate authority to exercise powers and carry out certain actions for which they are personally accountable. Mariner's Afterschool Care wants to ensure that health and safety is of paramount importance at all times and does not want to endanger children, parents/carers, staff, volunteers or any persons.

The management team maintains the policy of remaining open during bad weather, unless the severity of conditions within the locality makes opening the setting too dangerous.

Procedures

To ensure this policy is implemented appropriately, the staff will:

- Consult with the Children & Young People Manager prior to any decision being made about closing the setting due to adverse weather conditions or health and safety issues.
- Notification will be given to parents/carers as soon as the decision has been agreed to aid minimal disruption.
- If the setting is unable to open due to the weather conditions and possible staff shortages, the management team must be notified and they will assist with contacting families to minimise disruption.
- If applicable, the setting will consult with local primary schools.

Allegations Against Staff Policy

At Mariner's Afterschool Care we believe it is crucial that any allegation against a member of the staff team, volunteers or students is dealt with in a fair, quick and consistent way. We believe that any action taken should provide effective protection for any child/ren or staff involved, and provide support for the person whom the allegation has been made against.

The purpose of the policy is to provide guidance and to be used in conjunction with the Code of Conduct Policy and the Child Protection Policy.

Once an allegation has been received by the Afterschool Manager the matter will be immediately shared with The Children & Young People Manager and passed on to The HUBB Community Resource Centre Board.

For the purpose of investigation and any disciplinary action that is required to take place the The HUBB Community Resource Centre Board will be followed and implemented.

Arrival and Collection Policy

Within Mariner's Afterschool Care the safety and well-being of children placed in our care is of paramount importance.

The Afterschools' responsibility commences upon your child's arrival at the centre and ceases when the child is signed out by their parent/carer.

Parents/Carers must

- Ensure their child is only in attendance at the Afterschools during their designated time.
- When handing your child over to staff please inform them if the child has been unwell, has had any accidents or provide any other information you feel relevant.
- Inform the Childcare Manager or Supervisor before 11.00am if normal collection arrangements are to be changed, e.g. you are going to be unavoidably late to pick up your child or there is a change to your authorised collector. If there is a change to the authorised collector, the Afterschools will provide you with a password which you must share with the individual collecting the child. The staff will confirm the password with the collector before releasing the child. On occasion the staff may phone the parent to verify someone's identity before releasing a child.
- Ensure all authorised collectors are over 18 years of age (an exception to this is when a parent is under 18 years of age)

- Ensure the prompt collection of their child so as to minimise any distraction to other children within the Daycare facility.
- Inform the Afterschools immediately if any of the authorised collectors are no longer permitted to collect their child.
- Children will only be permitted to leave the building with those adults who are authorised to do so as detailed in the registration form. On occasion the parent may contact the centre and give an alternative name. The password system as explained in point 3 will be implemented.
- Engage with the afterschool staff who will share information on the child's day and ask authorised collectors to complete the signing out sheet.
- Failure to collect your child from the project at the designated time on more than three occasions may result in a late collection fee which will be charged at a half a day fee.
- The Afterschools will be providing pickups to local school and encourage parents to use this service.

Code Of Conduct for Staff

The quality of care for children, good relationships among staff, the confidence of parents and the reputation of The HUBB community resource centre (Mariner's Afterschool Care) all depend on the professional attitude and behaviour of the staff, management, volunteers, trainees and all individuals associated with Mariners. This policy aims to provide clear guidance to staff about the standards The HUBB community resource centre requires as a condition of employment.

HOW POLICY WILL BE IMPLEMENTED

1. It is essential that staff know and follow all of The HUBB community resource centre and Mariner's Afterschool Care policies.
2. Policies are continually reviewed by the Management team. Staff will be made aware of any policy change.
3. Staff duties are described in their job descriptions. Staff should perform their duties to a high standard. If staff have trouble performing these duties to the required standard, they should seek assistance from their manager.
4. It is crucial that the daycare is as safe an environment as possible for children, staff, parents and visitors. Staff must act in ways which do not endanger the health or safety of anyone, and should encourage healthy and safe behaviour in the children by setting a good example.
5. Good quality childcare relies on effective teamwork and good relationships among staff. Staff are expected to assist good working relationships by treating each other with courtesy, honesty and respect.
6. If conflict does occur within the workplace, it should be dealt with immediately by the parties involved and in a professional and courteous manner. Conflicts which remain unresolved should be reported to the direct manager (if conflict is with the direct manager, it should be reported to the manager next in line or The HUBB Board) with a view to finding a solution. Where no solution is found, The HUBB community resource centre Individual Grievance Procedure may be followed.
7. If conflict occurs outside the workplace this should not have a negative impact within the working environment.
8. Staff should treat parents and children with courtesy, honesty and respect. Staff should treat children equally and as individuals regardless of gender, race, family background, culture, religion or beliefs.
9. Staff will be sensitive to the rights and feelings of the children.
10. Staff are expected to maintain and improve their skills through participating in the staff training and development opportunities provided by The HUBB community resource centre and Mariners afterschools club.
11. Staff must observe confidentiality in all circumstances involving children, parents, staff and visitors. Staff must not discuss any child or parent with any other parent or visitor or staff member (unless deemed relevant), within or outside the Service. In any situation where a

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- staff member is not sure if information is confidential or not, s/he should check with their line Manager
12. Staff are expected to attend work and return from breaks on time.
 13. Staff should dress appropriately for their duties, with particular attention to safety and should adhere to the uniform policy.
 14. Staff should not use language which may offend staff, children or parents. Staff should at all times use the appropriate tone and volume of voice when addressing children in the setting.
 15. Staff must attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and staff may not smoke in the building or anywhere within sight of the children (please refer to Mariners ASC smoking policy). Staff should tell the Manager if they are taking any prescription medication which may affect their capacity for work (e.g. causing drowsiness).
 16. Staff are expected to come to work when they are fit enough to do so without risking injury or infection to themselves or the staff or children at the Service.
 17. Staff should help each other to maintain high quality care and high standards of professionalism.
 18. When staff are involved in work related activities outside of the workplace they must represent the organisation in a professional and appropriate manner at all times.

Failure to adhere to the above may result in disciplinary action.

Complaints/Comments Policy

The HUBB community resource centre aims to provide the highest quality care and education for all children attending the setting.

We aim to provide a warm welcome and caring environment within which all children can learn and develop.

We intend to work in partnership with parents/carers to meet their needs and the needs of their children.

We welcome comments/suggestions on how we can improve our service.

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All comments and complaints will be taken seriously and will be dealt with fairly and confidentiality.

If a parent/carer is not satisfied with any aspect of the provision and cannot informally resolve the issue they may then follow the settings complaints procedure.

Procedures: *we seek parents views by:-*

Comments

- Encouraging parents to make comments either verbally or in writing to the Afterschool's Manager.
- Encouraging parents to place comments in the comments facility which can be found in the Afterschool Care setting.
- Ensuring comments are shared with staff and management on a regular basis.
- Compiling the annual parental survey

Complaints

We will ensure parents are aware of the following steps to take if they feel a complaint is necessary.

- A concerned parent/carer should firstly complete the parent/carers complaint form and speak to the Afterschool's Manager.
- If the issue is not resolved or reoccurs the parent/carer should then speak to Afterschool's Manager.
- If this fails to resolve the issue a meeting may be requested with the Afterschool's Manager. This can be requested through the HUBB Board.
- Most complaints are resolved at this stage – however should the parent/carer and manager fail to reach an agreement the Children and Young People Manager can be contacted by writing to Colleen Crothers, The HUBB community resource centre 30 St Aubyn Street, Belfast, BT15 3QF.
The Manager will contact you within 10 working days to arrange a suitable date and time to discuss the matter. If the situation requires the relevant childcare staff may be asked to attend.
- In some circumstances it may be appropriate to involve relevant Statutory Agencies.
- After the above procedure has been exhausted, it may be necessary for The HUBB Board to terminate the placement.

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Complaints Form below

Parents/Carer Complaints form

<i>Parents/carers name:</i>
<i>Address:</i>
<i>Name of child:</i>
<i>Telephone no:</i>
<i>Complaint date:</i>
<i>Complaint taken by:</i>

<i>How was the complaint raised</i>	
<i>Telephone</i>	
<i>In Person</i>	
<i>In Writing</i>	
<i>E.mail</i>	
<i>other (please detail)</i>	

<i>Nature of complaint:</i>

Parents/carers signature.....

<i>Record of initial discussion corrective action</i>

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<i>Who passed on the complaint, if required:</i>
<i>Who was the complaint passed on to:</i>
<i>Date complaint was passed on:</i>
<i>Second response corrective action, if required</i>

<i>Preventative action taken to avoid a repeat of this problem:</i>

<i>Details of result of complaint passed on to the parents/carer:</i>

<i>Parent/carers comments:</i>
<i>Parents/carers signature:</i>
<i>Staff signature:</i>
<i>Date:</i>

Confidentiality Policy
And
Parents access to records.

The HUBB Community Resource Centre and Mariner's Afterschool Care respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy (Also refer to The HUBB's policy in staff handbook)

However the legal principle that "the welfare of the child is paramount" (Children Order NI 1995) means that confidentiality comes second to the right of the child to be protected from harm.

Procedures

We will ensure that

- All registration forms and records of children attending the setting will be kept in the children's individual playrooms. Duplicates of these forms may be kept in the manager's office.
- All registration forms and records of children attending the setting will be forwarded to manager/administration for filing after a child has left the facility.
- The accident and incident forms will be retained indefinitely.
- Parents may have access to the records of their own child but may not have access to information about any other child.
- Staff will share information with colleagues to allow for planning, or on a need to know basis. Staff will share information with relevant health professionals such as a health visitor, social worker etc, who may contact the centre to gain information regarding a child attending the facility. Mariners will endeavour to keep parents informed when a request from a health professional has been made.
- All staff within Mariner's Afterschool Care will sign a confidentiality agreement when inducted into the organisation. This agreement must be adhered to at all times.
- Staff, volunteers, trainees and parent/carers will be advised of this confidentiality policy and required to respect it.
- Unauthorised disclosure of personal information or details of The HUBB Community Resource Centre) as an organisation will be dealt with under HUBB's disciplinary procedures.
- Deliberate unauthorised access to confidential information is regarded as a serious matter and will be dealt with under HUBB's disciplinary procedures.
- Any personnel associated with Mariner's Afterschool Care should not at any time disclose any information pertaining to the children and families they work with. Information should only be shared with appropriate people, once approved by Management. This statement relates to past and present families and employees.

Data Protection Policy

Principle

In order to work effectively Mariner's Afterschool Care needs to gather and process relevant information (data) about the staff, parents, children and professionals and others involved in the setting.

The Children & Young People Manager will decide what information is required and how it is to be obtained. This information will be handled by Management and Staff acting on the instructions of Head of Childcare Services.

Policy

The setting has implemented this policy to ensure staff are fully aware of procedures for handling data.

By adhering to this policy, Children & Young People Manager will ensure that data is handled properly and confidentially at all times. This applies to data held on paper and by electronic means. Children & Young People Manager recognises its responsibility to ensure that all persons acting on behalf of the group are made aware of this policy and receive any necessary training.

Responsibility

The management team is responsible for ensuring that all staff and volunteers act in accordance with this policy with delegated responsibility to the manager to follow through.

Purpose and Remit of Policy

- Data collection.
- Data storage/security.
- Data updates.
- Data disclosure.
- Data access.
- Data disposal/destruction.

The management team of Mariners will review this policy annually to ensure that:

- Data is collected fairly.
- Data is adequate, relevant and not excessive.
- Data is accurate and up to date.
- Data is stored securely.
- Data is only retained as long as is necessary.
- New staff/parents/committee are made aware of the policy.

Data Protection Procedure

1. Mariner's Afterschool Care will comply with:

The terms of the 1998 Data Protection Act and any subsequent relevant legislation

2. Data Collection

Only relevant personal data will be collected. The person(s) from whom it will be collected will be informed of its uses and of any possible disclosures that may be made.

Systems will be put in place to facilitate updating information held.

3. Data Storage/Security

Manual data will be stored in a secure place only accessible to those with a legitimate reason to view/use that data.

Sensitive electronic data (if applicable) will be protected by password. If the computer is connected to the internet, a firewall system will be used.

The computer (if applicable) will be positioned to ensure that information is not visible to a casual observer.

Sensitive personal data, eg medical records/child protection records/interview material, will be stored securely and access will be strictly limited (need to know basis) and recorded.

4. Data Update

Forms will be updated by parents/others to ensure that data held is up to date and accurate, this occurs when children move rooms within the afterschool, the first page of the registration form will be checked and if necessary, updated.

5. Data Disclosure

The consent of the parent/carer will be obtained before the group discloses personal information to any organisation or individual. Parents give their consent to this, on the consent form issued at their child's induction into the afterschool.

In cases of child protection, the law requires the disclosure of information, without consent, to relevant Health and Social Care Trust personnel and PSNI officers.

If a request for information relating to child protection is received by telephone, steps should be taken to ensure that such information is disclosed to identifiable personnel (ie seek verification of identity) and only if the individual is entitled to receive that information (authorisation). It is advisable to disclose such information only to those known to be involved in child protection. If doubt exists, ask the enquirer to route enquiry through a known channel. Always call an enquirer back and be very alert if the number given is that of a mobile telephone. All requests for information on individual children should be agreed with the Manager or The HUBB Board. No information should be shared by staff prior to consent being given by Management.

Requests from parents for a printed list of children's names/addresses will be politely refused.

Personal data (including images) will not be used in newsletters, websites or in other media without the consent of the parent/carer. Parents/carers give their consent to this, on the consent form issued at their child's induction into the afterschool.

6. Data Access

Individuals have the right to access any personal data held about them.

Any person(s) wishing to exercise this right must make a request in writing to the Head of Childcare Services

On receipt of the required fee, the Children & Young People Manager will make the information available. The information will be made available as soon as possible and within the 40 day period recommended by the Information Commissioner.

Any delay occasioned by the necessity to consult with an appropriate healthcare professional in relation to an individual's medical information will be explained in writing to the individual making the request.

7. Data Disposal/Destruction

The Head of Childcare Services will review personal data regularly and delete information which is no longer required for the purposes of the group.

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The Head of Childcare Services will seek advice from the Human Resources Department before deleting information regarding the recruitment and selection of employees.

The Head of Childcare Services will not delete information relating to accidents on the premises or child protection issues until the required statutory period has expired.

Amendments to Data Protection Policy:

Introduction

This policy sets out how Mariners ASC will ensure that it complies with all the provisions of the Data Protection Act 1998 (the Act), as well as the new General Data Protection Regulation (GDPR) which will supersede the Act from May 25th 2018.

Mariners ASC is fully committed to protecting the privacy of all individuals with whom we work by ensuring lawful use of their personal information in accordance with the Act. Mariners ASC shall take all necessary steps to implement this policy and to ensure that all staff are fully aware of it and abide by it.

Status of the Policy

This policy does not form part of the formal contract of employment, but it is a condition of employment that staff abide by the rules and policies made by Mariners ASC. Any failure to follow this policy can therefore result in disciplinary proceedings.

The Attached is a table of required retention periods for documentation and data required for the smooth running of our Organisation:

Document	Required period of retention	notes
Diary	2 Years	
CEO	6 Years	
Children's records	25 Years	
Child Protection	75 Years	
Staff Records	25 Years	
Contracts	6 Years	
Accidents & incidents	10	
Adverse Incidents	8 Years	
RIDDOR	3 Years	
Fire records	5 Years	
Financial Records	2 – 30 Years	

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Minor	5 Years	
Annual Accounts	30 Years	
HMRC Paye Maternity SMP	3 Years	
Debtors Cleared/uncleared	2/6 Years	
NFA(No Further Action)	3 Years	
One Off Records	3 Years	
Working with Family records	20 Years	
Meetings		
Committee	10 Years	
Staff	2 years	
Complaints	10 Years	
CCTV	28 days	
Following Closure	20 Years	
Equality & Good Relations	7 Years	
CV interview notes(Unsuccessful	6 Months	
Access NI Checks	100 Years	
Unique No		
Appraisal records/Meetings	5 Years	
Disciplinary	100 Years	

Robust records management procedures are required to meet the requirements set out under the Data Protection Act 1998 (DPA 1998), the Freedom of Information Act 2000 (FOI Act 2000) and the Environmental Information Regulations 2004 (EIR 2004).

ICO – Information Commissioner’s office(ICO) upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals. ICO is an executive non departmental public body, sponsored by the department for digital, Culture, Media & Sports.

Mariners ASC is registered with the ICO

Ref : www.dhsspsni.gov.uk/gmgr

Data Protection officer – Is appointed to oversee the training implementation and destruction of data. The data Protection Officer of Mariners ASC is Colleen Crothers

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Data protection officer will be trained appropriately and be responsible to ensure that the policy is updated as & when the law requires and also if there is any change to structure or the data required for the organisation.

Training -All staff involved in the handling of data will be trained in the policy of the organisation and their role explained to them. They will sign this policy off as part of their induction process. If felt required outside formal training will be sourced for individuals with varying roles in the data handling process. A Record of training must always be kept.

Records - a comprehensive record will be kept of the type of data held, how many there are , where they are secured and how long they should be kept before destruction. It will also be recorded how the document will be destroyed. A cover sheet should be maintained with records with details of when the record was opened, any significant information dates etc added and when the record was closed. On this it should also be recorded the required date of destruction.

Tracking – a tracking sheet will be completed by whom ever has access to the document to ensure that is easy to see where and who the document has travelled to/with. This should always be in the relevant section as to where the document is safely stored.

Transportation – Any document that is required to leave the premises must only be transported in a suitable bag, folder, case. This must always be sealed leaving and coming back to ensure that any document may not be accidentally misplaced or damaged. It is the responsibility of the individual transporting the information to comply with this policy.

Destruction of Data – The data must always be destroyed with 2 people present and by the means outlined as per record.

As a means to ensure that policy and protocol is followed it will be the responsibility of the data protection Officer to assess protocol, evaluate and plan as to how this policy is upheld.

Policies also related

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-ICT.

-Social Media.

-Confidentiality.

Decommissioning of Staff – When a staff member is moving on and will no longer working for the organisation they will be required to pass on any relevant information around data handling and information that only they have access to.

Keys must be returned

Work Diary must be returned

Uniforms must be returned

Mobile Phone/Vehicle etc

Equal Opportunities Policy

The HUBB community resource centre and Mariner's Afterschool Care are committed to promoting equality of opportunity by providing activities, which are open to all children and their families.

We aim to ensure that all individuals who wish to work or volunteer with The HUBB Community Resource Centre have equality of opportunity to do so. We aim to comply with the UN Convention on the Rights of the Child.

PROCEDURES

we provide equality of opportunities by ensuring that,

- Individuals are informed of the activities on offer at The HUBB community resource centre through the Community magazine, through the display of posters/leaflets in local amenities, The HUBB community resource centre website, HUBB booklet of services provided, Facebook and various social media platforms.
- The childcare staff will encourage parents and carers to become involved by making them welcome, respecting the differences in families, their language, religions and cultures and by encouraging them to become involved in their child's early years education in whatever capacity they can.
- All children will be respected and their individuality and potential recognised, valued and nurtured. All materials will positively and accurately reflect cultural and racial diversity. These

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materials should help children develop their self-respect and respect of others by avoiding stereotypes. Boys and girls will be treated equitably and will be encouraged to engage in all activities.

- Any discrimination (language, behaviour or remarks) made by children or their parents is unacceptable within the setting and will be challenged appropriately.
- Any discrimination (language, behaviour or remarks) made by staff is totally unacceptable within the setting and may lead to disciplinary action.
- Discrimination will be positively challenged at all times,
- All HUBB and Mariner's users will be treated fairly and with respect.

Festivals

- We aim to show respect for and awareness of festivals celebrated within our community and in wider society through activities, resources materials etc, which reflects the diversity of life.

Access

- We endeavour to ensure everyone within the community regardless of religious affiliation, political background, race, culture, linguistic needs, disability, sexual orientation has access to the setting.

E-Safety, Camera & Mobile Phone Policy

E-Safety concerns safeguarding children, young people and staff in the digital world. Technology is an important part of everyday life and so E-Safety focuses on learning to understand and use new technology in a positive and safe way.

The purpose of this policy therefore is to help and support and protect children and staff when using technology in the setting.

This policy applies to all employees, volunteers, trainees, visitors and members of the public that use out premises. The policy covers Internet, E-mail and all electronic communications via computers, laptops, mobile phones, Iphones and wireless technology.

All staff members are responsible for the following:

- Understanding the significance of E-Safety which highlights the importance of safeguarding children and keeping them safe, which is of paramount importance.
- Reporting any knowledge or suspicion of behaviour that contravenes this policy
- Being aware of the potential risk of using social networking sites e.g. Facebook, and the importance of considering the materials they post and how publishing unsuitable materials may affect their professional and employment status.
- Ensure they work within the boundaries of professional behaviour and that outlined in the Staff Code of Conduct.
- Ensure that they do not create any unnecessary business to The HUBB and Mariner's Afterschool Care by the misuse of internet or e-mail systems.
- Complying with current legislation
- Using the internet in an acceptable way

In particular, the following is deemed unacceptable use or behaviour of staff:

- Visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- Sending, forwarding, distributing or retaining e-mails or text messages that contain language or images that are abusive, aggressive, obscene or offensive.
- Using the internet or any sources of media to send offensive or harassing materials to others.
- Making any improper or discriminatory reference to a person's race, colour, religion or belief system, sex, age, national origin, sexual orientation, disabilities or physique, and not forwarding or distributing any materials which does so.
- Publishing defamatory and /or knowingly false materials about The HUBB or related projects of HUBB.
- Sending an unauthorised e-mail on behalf of an individual inside or outside The HUBB without their Knowledge or consent.

Arrangements for use of Mobile Phones

- Staffs personal mobile phones must be either switched off or on silent during working hours (Exception of Managers or Deputy Managers when Manager is absent). Mobile telephones must not be kept on the person. The Afterschool has a telephone for incoming and outgoing calls – this number may be given as a work/emergency contact number.
- If a staff member is waiting a phone call during working hours the Afterschool telephone number should be given at all times. Should the need arise when a telephone call is expected on a mobile phone this should be discussed with the Manager in charge. If it is deemed not to cause any disruption to the care of the children or activities, the mobile phone may be switched on but not kept on the person, a suitable place will be arranged with the Manager in charge for the phone to be kept and for the conversation to occur. Staff are reminded this may not always be appropriate and consent may not be given
- When undertaking duties which require you to leave the afterschool setting, the work mobile phone may be taken if required. Under no circumstances should a personal phone be used at this time.
- When using a car for work purposes, staff should uphold the law in relation to the use of phone equipment whilst driving.

Arrangements for taking images of children

- Staff must use the designated camera at all times to take photographs of children,
- The camera is kept in the a designated place (manager will inform you of the location) and should be signed out and in,
- Permission should be sought from management when removing the camera from the Afterschool,
- Staff should never use their own camera or other devices, such as, Mobiles/iPads to capture images of children.

Managers/Senior Staff Members are responsible for the following:

- Ensure that staff are aware of and understand this policy.
- Monitor the policy to ensure staff are complying with it.
- Dealing with breaches of the policy and ensuring that highest standards of practice are maintained.

Breach of the Policy

All employees should be aware that any failure to comply with this policy will be taken seriously and will be dealt with in accordance with The HUBB Community Resource Centre Disciplinary Policy and Procedures. Where a criminal offence is suspected, the matter will be referred to the PSNI.

Amendment January 2020

All staff to sign up to Mariners Afterschool Care E-Safety, Camera & Mobile Phone Policy. A sections to sign up to the E-Safety, Camera & Mobile Phone Policy is now in the staff Induction pack for future employees.

The Childcare Manager brought the E-Safety, Camera & Mobile Phone Policy to al staff at team meeting and explained the policy and asked all staff to sign up and confirm to the policy.

Signed_____ Date_____

QTY	Staff Member name:	Signed:	Date:
1			
2			
3			
4			
5			

First Aid Policy

Mariner's Afterschool Care adheres to the minimum standards for day care and Childminding and has the minimum of staff qualified on the premises at all times. Mariner's management ensures qualifications are kept up-to-date and updated when required.

Staff that are qualified will only administer First Aid if or when required.

The Afterschool Manager or in their absence the Deputy Manager will ensure a First aid box is present in each childcare room and ensure contents are kept fully stocked.

Qualified staff in First Aid will be in attendance at all times in the Afterschool room or on outings.

Named First Aiders will be highlighted in each of the Afterschool room.

Health and Safety Policy

Principle

Mariner's Afterschool Care believes that the health and safety of those in our care is of utmost importance. The policy within Mariner's Afterschool Care is to provide the children with a healthy, safe and stimulating environment in which to work and play.

At Mariners Mariner's Afterschool Care management works to ensure the setting complies with:

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations (1992 (As Amended 2004))

Policy

At Mariner's Afterschool Care management endeavours: to ensure that a high level of health and safety is maintained at all times for all those coming into contact with our setting; all children, parents, staff and volunteers are aware of health and safety issues; to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

The member of staff responsible for health and safety is: The Manager on Duty

- He/she is competent to carry out these responsibilities.
- He/she has undertaken relevant training and regularly updates his/her knowledge and understanding.

Procedure

Insurance cover:

At Mariner's Afterschool Care there is public liability insurance and employers' liability insurance.

Due to insurance cover children may NOT enter Mariner's Afterschool Care before 2pm and MUST be collected by 5.30pm

- The certificate for public liability insurance is displayed in the Main room
- Our insurance company is: Ecclesiastical
- Contact details: Eimear McArdle, Client Advisor, Corporate, Charities
Marsh | Bedford House, Bedford Street, Belfast, BT2 7DX, Tel, 02890556156

Management will ensure that this is renewed annually.

Training/Awareness Raising

- All staff/volunteers/placement students complete a thorough induction process
- During induction training staff and volunteers are provided with a clear explanation of health and safety issues and are provided with all the policies and procedures of the setting.
- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parents/carers of new children, so that they are fully aware of the policies and procedures which are in place for their child's well-being.
- As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at management and staff meetings.
- At Mariner's Afterschool Care there is a no-smoking policy.
- Health and safety issues are regularly identified with the children through discussions, planned activities and routines.

Safety of Adults

- Induction training covers matters of employee well-being.
- Safe equipment, eg step ladder, is provided to ensure high areas can be reached. If an employee finds this is not the case, they must inform the manager on duty and ask that the appropriate equipment is supplied. Individuals should not put themselves at risk.
- All warning signs are clear and in appropriate languages.
- Staff are aware that there is no lone working permitted in the setting.
- Accident and incident reports are maintained and are reviewed regularly to identify any issues that need to be addressed.
- There is a record of all substances that may be hazardous to health e.g. such as cleaning chemicals. This states what the risks are and what to do if they have contact with eyes or skin or are ingested. It also states where they are stored.

Windows

- Low level windows are made from materials that prevent accidental breakage and are in line with current Health and Social Care Trust regulations.
- Windows are protected from accidental breakage or vandalism from people outside the building.
- Windows above the ground floor are secured so that children cannot climb through them.

Doors

Mariners Afterschool Care Policies

- The setting takes precautions to prevent children's fingers from being trapped in doors.
- There is a doorbell/buzzer system in place for those entering and exiting the building.

Floors

- All floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged.

Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled to prevent scalds.
- There is adequate light and ventilation in the building.

Storage

- All resources and materials, which are used by the children, are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing both in the main hall and container.

Outdoor area

- The outdoor area is securely fenced and in line with current regulations.
- There is a health and safety check completed daily prior to going outdoors, eg clearing of rubbish or potential sharp objects.
- All outdoor activities are supervised at all times.
- Safety mats are in place when children are using climbing apparatus or other large equipment.
- All staff are aware of safety when lifting heavy outdoor equipment.

Hygiene

- Daily routines within the setting encourage the children to learn about personal hygiene.
- There is a daily cleaning routine for the setting, which includes the play room(s), kitchen, sleep areas, toilets and nappy changing areas. These will be washed/sterilised as appropriate.
- Equipment and materials, dressing-up clothes, aprons and furnishings will be washed regularly.
- The toilet area has a high standard of hygiene, including hand washing and drying facilities and disposal facilities for nappies.

Activities and resources

- All resources are checked to ensure that they are safe for the ages and stages of development for the children currently attending the setting.
- The layout of activities ensures adults and children to move safely and freely.
- All equipment is regularly checked for cleanliness and safety, and any dangerous items are to be removed immediately for repair or discarded with the consent of the manager/management team.
- Any spillage will be cleaned immediately to prevent accident.
- All materials, including paint and glue, are non-toxic.
- Sand is clean and suitable for children's play.
- Children are encouraged to respect their environment and the equipment provided.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow
- Children who are sleeping are checked regularly with sleep records maintained.

Fire Drills

Mariner's Afterschool Care will implement regular fire drills to ensure all staff, volunteers and children coming into contact with the setting are aware of the safety procedures.

- Explain to the children about the need to practice a fire drill and make them aware that this will be followed in an emergency.
- Make the children and staff/volunteers aware that a whistle will be used to get everyone's attention during a case of emergency.
- Everyone must stop what they are doing and move towards the fire exit door.
- The room supervisor or in their absence the deputy room supervisor will get all the children into line.
- The room supervisor or in their absence the deputy room supervisor will carry out a head count of those present.
- The room supervisor or in their absence the deputy room supervisor will ensure the register is collected.
- A staff member will ensure a working mobile phone will be brought outside.
- The Fire Warden will be the last person to exit the building – he/she will check the room and toilets to make sure nobody is left.
- The register will be called as soon as everyone is present at the pre-determined assembly point.
- The designated person must be called to contact the Fire Brigade; in their absence the person in charge will contact the Fire Brigade.
- Fire-fighting equipment must be properly maintained and serviced annually.
- Staff/volunteer training on fire safety should be raised with the management team.

Infection Prevention and Control Policy

The Infection prevention and control policy is split into two main sections;

- Guidance for staff, trainees and volunteers relating to infection prevention and control
- Table of exclusion periods for illnesses

Staff, trainees and volunteers guidance for good practice in the prevention and control of infection in the Afterschools is as follows;

- Staff should ensure their uniforms are clean and free from food stains and other stains at the beginning of each day. Staff must wear suitable protection when engaged in messy activities/changing nappies or when they are engaged in domestic duties/during food preparation and cooking. The suitable protection must be changed when moving from one activity to the next, for example from arts and crafts activities to preparing a snack.
- Staff should follow the outlined procedure for hand washing after intimate care of a child and before the intimate care of another child. Staff should also wash their hands after providing a child with care such as washing or cleaning faces/hair brushing.
- Staff should be familiar with the points outlined in the Intimate and personal care policy with particular reference to toilets.
- Staff should ensure any spillages, including toileting accidents, bodily fluids or vomit is cleaned promptly and the area disinfected appropriately using Milton spray.
- Care should be taken by staff to ensure toys and equipment is routinely disinfected. Extra care should be taken during periods of illness or where children place toys or equipment in their mouths.

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- Staff should follow use proper 'cough' etiquette to prevent the spread of infection. This involves covering your mouth when coughing and immediately washing your hands, to prevent the spread of germs.
- All waste should be disposed of regularly and in the appropriate manner.
- Afterschool staff should inform their line manager if they notice a child is or has become unwell and the appropriate steps should be followed.
- Staff should inform their line manager if they are unwell.

The following Table of Exclusion for Illness and Infections has been sought from the Health Protection Agency.

The following helps us to ensure children in our care are not unnecessarily exposed to infection or illness, children should not be sent to the daycare centre if they are sick, please follow guidance below.

If a child has been prescribed an antibiotic, they must refrain from returning to daycare until the medication has been administered for 24 hours. This will be waived if the child's Doctor has written a letter and confirmed that the condition is not contagious and does not place other children at risk of infection.

Illness or infection	Recommended period to kept away from daycare/afterschool	Comments
Diarrhea and/or vomiting	48 hours from the last episode of Diarrhea and/ or vomiting	Exceptions may be made in the case of babies teething. Cases will be dealt with on an individual basis.
RESPIRATORY INFECTIONS		
Flu (influenza)	Until recovered	
Whooping Cough	5 days from commencing antibiotics or 21 days from onset of illness if no antibiotic treatment	After treatment non infectious coughing may continue for many weeks
RASHES AND SKIN		
Chicken pox	5 days from onset of rash	
German Measles (Rubella)	5 days from onset of rash	
Hand, Foot and Mouth	5 days from onset of rash	
impetigo	Until liaisons are healed	Antibiotic treatment may speed healing and reduce infectious period
Measles	5 days from onset of rash	
Illness or infection	Recommended period to kept away from daycare/afterschool	Comments
Ringworm	3 days after treatment commenced	Treatment is important and available from the

Mariners Afterschool Care Policies

		Pharmacist. For ringworm of scalp treatment by G.P is required.
Scabies	Child can return after the first treatment	Two treatments one week apart for the infected person.
Scarlet Fever	5 days after commencing the antibiotic	
Slap cheek	None	However if fever cannot be controlled, parents will be contacted.
shingles	5 days from onset of rash	
Verruca and warts	None	
OTHER INFECTIONS		
Conjunctivitis	24 hours after treatment commenced	
Diphtheria	Exclusion is always important	
Glandular Fever	Advice to be sought from Doctor	The infection is most contagious during the feverish stage, when contact with others should be avoided
Head Lice	Until appropriate treatment has been given and infection cleared	Treatment is recommended when live lice have been seen. If live lice are found, regular detection (combing) should be carried out by parents.
Illness or infection	Recommended period to kept away from daycare/afterschool	Comments
Meningococcal Meningitis/Septicemia	Until recovered	no reason to exclude siblings and other close contacts of a case.
Meningitis Viral	None	However if fever present and cannot be controlled, parents will be contacted
Mumps	5 days from the onset of a swollen gland	
Oral Thrush	24 hours from the commencement of treatment for children under 3 due to cross infection through saliva.	Parent to seek medical advice from Doctor,
Threadworms	Until treatment completed	Treatment is recommended for the child and household contacts
Tonsillitis	None	However if fever present and cannot be controlled, parents will be contacted

Temperature	None	If temperature cannot be reduced or child unwell parent will be contacted.
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Mariner's has endeavored to ensure this policy is as comprehensive as possible, however in incidents where infections are not listed above Kinderkids will seek medical advice.

INTIMATE CARE POLICY

INTRODUCTION:

The Intimate Care Policy has been developed to safeguard children and staff. They apply to everyone involved in the intimate care of children.

DEFINITION:

Intimate care may be defined as any activity required that meets the personal care needs of each individual child. Parents should advise staff of the intimate care needs of their child at the induction meeting prior to their child commencing placement at Mariners. Staffs have a responsibility to work in partnership with parents/carers of children who attend the setting.

Intimate care can include:

- Feeding
- Oral care
- Washing
- Dressing/undressing
- Toileting
- Supervision of a child involved in intimate self-care:

This policy has been developed:

- To safeguard the rights and promote the best interests of children
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one.
- To safeguard adults required to work in sensitive situations.

Mariner's Afterschool Care is committed that all staff responsible for intimate care of children will undertake their duties in a professional manner at all times. We take seriously our responsibility to safeguard and promote the welfare of children in our care.

At times it will be necessary for staff to support a child in getting dressed or undressed. Staff will always encourage children to be as independent as possible depending on their age and stage of development.

As we are an afterschool's childcare the children are all school aged they have should be able to complete intimate self-care such as toileting etc. However, if a child has additional needs or any medical conditions, the staff must work with parents and adhere to the children's Care Plans or arrangements made with parents.

Guidance for Toilet Area and Assisting Children with Toileting

- Toilet area should be kept clean at all times; they should be checked regularly throughout the day. They should be cleaned and disinfected when required, to include door handles, taps, and the toilet flush
- Young children should be supervised when using the toilet and washing their hands. Staff should ensure children can clean themselves appropriately or assist them if necessary.
- Older children access the toilet when they need to and are encouraged to be independent.
- Children should wash and dry their hands after each visit to the toilet area.
- Toys are not permitted in the toilet area

Guidance for Dealing with Soiled Clothes

Soiled clothes, underwear etc will be placed in a sealed bag and given to the parent/carer to take home for washing – whilst we understand that receiving soiled clothing is not pleasant, we are advised that washing soiled clothes in the afterschool setting can expose staff and children to microorganisms, which can cause infection. Sending soiled items home for washing protects the health of both the children and staff at Mariners.

Soiled underwear can be disposed of at the request of parents, soiled underwear is to be placed in a sealed bag and disposed of in the nappy unit.

Maintenance and Replacement of Play Equipment

Mariner's Afterschool Care endeavours to ensure that all play equipment is fit for purpose.

Routine checks are carried out daily by staff working directly with the children in the playrooms. Any equipment found to be unfit for use, be it damaged or broken and in need of repair should be removed from the play space.

Each play room conducts a daily risk assessment, if faults or risks are found they should notify the Afterschool Manager who will take a decision to discard the equipment or to have it repaired. Management may also request a risk assessment form be completed to assess the risk if the issue pertains to an item that cannot be removed immediately from the play space. Further explanation on Risk Assessment can be found under the policy *Management of Risks Associated with the Care of Individual Service Users*.

Bi- Monthly room checks are conducted by Management. During these checks Management should check all areas of the play room for wear and tear and ensure that all equipment is good working order. Attention should be given to the Daily risk assessments and any issues actioned as soon as possible.

All Maintenance requested should be emailed to the Head office. Request for replacement of equipment should be sought from the Head of Children's Services or the monthly replenishment fund used to update equipment.

Management of Medicine Policy

Some children within Mariner's Afterschool Care may need to take medicine during the hours we care for them.

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Prescribed medicines will not be accepted, by staff, without complete and signed instructions from the parent/carer. Items of medication in unlabelled containers will not be accepted.

Staff members should make sure that any prescribed medication that you give to a child:

- Has the first and last name of the child on the container.
- Has the name of the medication on it
- Has been prescribed by the doctor or a licensed health professional.
- Is in the original package or container,
- Has an expiry date – no medication will be administered to children once this date has been exceeded.
- Has a clear instruction for dosage and frequency of administration and storing.
- Is in a child proof container
- Medicine is age appropriate and the correct dosage is adhered to.

A child's parent/carer may ask that staff give an over the counter medication. Staff will not give any non-prescribed medicine to a child unless there is specific prior written permission from the parent/carer.

Staff must ensure that the following details are documented on the label (if the details are not included, the staff member receiving the medication must write them on a label and attach to the bottle)

- The child's first and last name
- The current date
- The expiry date - no medication will be administered to children once this date has been exceeded.
- Specific instructions for giving and storing medication.

All medications brought into the childcare setting should be

- Stored securely in a locked container which is inaccessible to children and in accordance with the manufactures' instructions. This could necessitate storage in a refrigerator.
- At the proper temperature
- Away from food
- Out of reach of the children.

Medicines are to be administered, by staff, as follows

- Medicines which have been prescribed by a GP or other authorised prescriber, are only to be administered to the child for whom they are prescribed and in accordance with the prescribers instructions
- Non-prescription medicines are administered only on the written request of the parent/carer in accordance with the manufacturer's instructions
- Staff will not make changes to the prescribed dosages, without written parental instructions

Before a medicine is administered to a child, staff should follow these practices

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- The child's personal medication record should be consulted to identify the medicine, dosage instructions required, and to confirm when the medicine is to be given, and when it was last administered
- The medicine pack is checked to confirm it is labelled to identify the medicine, dosage instructions and to ensure the expiry date has not passed
- Medicine doses are prepared immediately prior to their administration from the container in which they are dispensed
- The correct dosage is identified and appropriately administered at the specified times according to the prescriber or manufacturer's instructions which should be clearly written on the medication label
- 2 members of staff are present
- When the medicine is administered the child's name is added to the medication record immediately and updated with the details of the dose given, names and signatures of the staff involved and the time and the date
- Any refusal of medication by the child is recorded on the daily report sheet and is reported to the parents/carers
- Parents are informed daily, in writing, of the medicines that have been administered to their child

It is the parent's responsibility to notify the setting in writing if the child need for the medicine has ceased.

Staff will not dispose of any medicines. Date expired medicines or those no longer required for treatment, will be returned to the parents/carers for transfer to a community pharmacy for safe disposal.

When staff require specific training regarding the administration of medication to a child, Mariners will ensure relevant staff are competent to carry out the requirements of the administered drug e.g.: Epi Pen training. Training is specific to the individual needs of the child. The administration of specialist treatment is carried out in accordance with the written authorisation of the prescribing practitioner.

Whilst children are on outings the supervisor or assigned staff member must ensure they have the child's medication and medication log with them. The supervisor or staff member are responsible for ensuring the correct procedure is followed regarding the administration and documenting of medication or drugs administered.

The arrangements for the administration of medicines comply with the terms of any insurance cover.

Management of Records Policy

Mariner's Afterschool Care recognises the need for the effective management of all records. This policy applies to all records that are created, received or maintained by Mariner's Afterschool Care.

Mariners Afterschool Care Policies

Records are defined by documents which Mariners use to conduct business or carry out daily or routine duties and activities. Records are generally maintained for a set period of time; however some may be retained indefinitely. Records may be maintained or retained either on hard or soft copies.

Afterschool Managers have overall responsibility for management of records, however each assistant afterschool worker is responsible for the safe maintenance and storage of records pertaining to their afterschools room. All staff have a responsibility to ensure records of a confidential nature remain confidential and are stored correctly.

Records should be maintained with current up to date information and dated accordingly.

Records which are in need of disposal and are of a confidential nature should be sent to the designated confidential waste management provider.

Electronic records which relate to a confidential nature should be stored using a password protected system.

Management of Risk associated with the Care of Individual Service Users

All management and staff of Mariner's Afterschool Care have a responsibility to ensure all risks are managed in the appropriate way.

Routine risk assessments should be carried out by manager using the appropriate forms (see attached appendix). If a risk is identified the manager in charge should be notified as soon as reasonable possible, at which point a decision will be taken on the appropriate action. It is the manager's overall responsibility to ensure all risks are dealt with in the appropriate way and to minimise the risk to staff and users.

Risk assessments are carried out daily and consideration given when a new child or piece of equipment is introduced. Risk assessments should be carried out daily in the outdoor play space.

If a hazard is identified, management will either stipulate the item is discarded, repaired or replaced. At this point the manager may request the staff to complete a risk assessment log and calculate the risk score and the likelihood of the risk reoccurring.

Mariner's Afterschool Care, fully adheres to the Daycare Standards as outlined by the Belfast Health and social care Trust.

Managing Aggression and Challenging Behaviour – including Bullying

Mariner's Afterschool Care believes in practising an approach which supports children's development of self-discipline. We apply simple rules fairly and consistently. Under no circumstances do we use any form of punishment. We believe children who experience positive behaviour management learn to balance their needs with those of others, feel good about themselves and become increasingly more independent.

- The setting believes in promoting positive behaviour.
- All staff will be aware of this policy & the procedure for dealing with behaviour

- We aim to encourage self-discipline, consideration for each other our property and surroundings.
- By praising children and acknowledging their positive actions and attitudes, we hope to ensure that they see we value and accept them.
- When deciding how a particular type of behaviour is dealt with, we at all times recognise the child's individual background and their stage of development. It may involve the child being asked to talk and think about what he/she has done. It may be that the child will not be permitted to make his/her choice of activity for a limited period of time. A time out approach may be used which allows children the time to consider their actions or behaviour and the effect it has had on others.
- Children must be encouraged to recognise that bullying, hurting and comments, which may offend individuals is not acceptable. We want children to recognise that certain actions are right and others are wrong.
- Parents/carers will be informed if their child is persistently misbehaving or has been unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in the children's room at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and the setting.
- In some cases we may request additional advice and support from other professionals.
- Our ultimate aim is that we will work in partnership with parents/carers to lay foundations from which children will grow into happy, self-confident, well-adjusted individuals who will be prepared for the transitions in their lives.
- If all other options have been exhausted and we feel we can no longer manage the behaviour, consideration may be given to a reduction in hours for the child or a termination of the placement.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure children will develop as responsible members of society.

Policy on Managing an Emergency

In the case of an emergency the Manager on duty must take the appropriate action. They must ensure the safety of all children, staff and volunteers and other people in the setting at the time of the emergency. The Manager may delegate specific tasks to other members of the staff team who hold a position of responsibility, i.e. First Aid, manual handling, Fire Warden. The Manager may ask a staff member to transport children or staff to hospital if required, considering first that appropriate consents are in place and relevant driving insurance has been obtained.

The Manager on duty must contact the next of kin if a child or person has been injured, where possible the Manager should accompany the child or person to the hospital, if they cannot attend then another senior member of staff should attend. If required, assistance should be sought from another Mariner's Afterschool Care.

In the case where children and staff need to leave the afterschool premises, staff with responsibility for children should ensure parental contact information and roll books are taken with them to the designated area until they are collected by parents/guardians or can return to the afterschool. Staff with responsibility for children should also ensure when leaving the premises they take with them any essential medication or equipment required for named children.

When taking children from the afterschool management have a responsibility to ensure appropriate ratios are maintained.

Menu Planning Policy

Menus will be planned to meet the nutritional needs of the children and babies, and where possible using the Nutritional Matters for the Early Years as guidelines.

- Menus will be appropriate for the stage of development and age of the children.
- A variety of foods will be prepared in various ways, to reduce fat intake i.e. grilling, boiling, oven cooking etc
- Menus will be adjusted, as possible, to suit any specific cultural and personal preferences.
- Any changes to the menu will be of similar nutritional value.
- Menus will be displayed in the daycare for parents to view.
- Menus will be flexible during holidays or special occasions.
- Full fat cow's milk or water shall be available to drink.

Mariner's Afterschool Care **MISSING CHILD POLICY**

To prevent a child going missing the register is checked twice a day and a signing in and signing out procedure is in place.

Children are made aware of the boundaries of the childcare setting.

Children are supervised at all times, only recognised visitors can gain access to the project and when at the project they are constantly supervised,

If a child is found to be missing from the setting the following procedures must be followed:

1. Check the register and signing out sheet to establish which child is missing
2. Contact the Afterschool Manager.
3. Afterschool Assistants staff will check grounds and rooms to ensure the child has not hidden anywhere within afterschool or its boundary.
4. The Afterschool Manager will contact the police and the child's parents/carers.

If a child is found to be missing during an outing the following procedures must be followed:

1. Check the group register and ask all adults to account for their key children to establish who is missing
2. Contact their Manager immediately.
3. Keep the rest of the group together and check the register again.

Mariners Afterschool Care Policies

4. If possible childcare staff should look in the immediate area for the child while awaiting advice from the manager
5. If the child continues to be missing the Manager will contact the child's parents/carers and inform the police

If a child insists on leaving the setting the following procedures must be followed:

1. Staff should try to persuade the child to stay at the setting
2. If a child cannot be persuaded then the parent/carer should be contacted immediately.
3. If appropriate a staff member should follow the child with a mobile phone to observe where the child is going.
4. If staff cannot leave the setting the manager may take the decision to contact the police if they feel the child is unsafe.

Participation and Engagement with Parents Policy

Principle

Mariner's aim to support parents/carers in their essential role as the first educators of their children and encourage involvement by the following means.

Policy

At Mariners we recognize the importance of working in partnership with parents/carers. This policy aims to ensure that all families are actively encouraged to participate in the work of the setting and contribute to the learning environment we provide for their children.

Procedure

All parents are issued with a registration/welcome pack, which provides detailed information on the policies of the group.

At Mariners we aim to encourage parental involvement through:

- Operating an open door policy where parents/carers are welcomed daily within the setting at drop off and collection time and have the opportunity to ask questions at any time with staff or leave comments in the suggestion box.
- Encouraging parents/carers to share with the children their skills and talents.

In addition Mariners engages with parents/carers through

- The community magazine informs parents of all the great work completed and notifies them of any upcoming events they could come along to.
- The HUBB community resource centre website, Facebook and other social medium forums are also used to disseminate details about events both past and present.
- Notice boards and comments boxes are accessible throughout the Afterschool facilities for parents to add their suggestions.
- Mariners regularly review the child's development through on-going observations, Progress reports and transition reports. These are then shared with parents/carers
- All parents/carers will be asked to fill out a questionnaire at the end of every year. This will enable Mariners to further develop and implement changes to ensure that our setting continues to deliver a quality provision for the children in our care.

The contribution from parents/carers is of pivotal importance to our setting. At Mariners we would recommend that anyone who is interested in becoming more involved should speak to the management team.

Provision of Food and Drink Policy

Mariner's Afterschool Care recognises the need to encourage healthy eating habits from an early age, as this will help children reach their full potential in terms of growth and development.

Meals

- Well-balanced and nutritious meals are provided for the children. A variety of foods is selected from the four main food groups every day:
 - Bread, cereals, rice, pasta and potatoes;
 - Fruit and vegetables;
 - Milk and dairy foods;
 - Meat, fish and alternatives.
- Fresh fruit is available with each snack and/or meal.
- We will minimise the use of processed meat products such as sausages, burgers, chicken nuggets. If these are provided, healthier cooking methods are used, e.g. they are oven cooked, or grilled rather than fried.
- Special dietary needs are respected. Parents are requested to give staff a copy of the child's diet sheet.
- Mealtimes are used as an opportunity to encourage good social habits.
- Cultural dietary habits are respected. Parents or carers are requested to provide details of foods eaten (and not eaten) by the child.
- We may use the catering company Moon & Spoon, who supply us with healthy, well balanced lunches for our children.
- A weekly menu is displayed in each of the settings.
- Staff will follow guidance from parents with regards to weaning and will always consider the age and stage of the child's development. Appropriate foods for weaning will be taken from 'Nutrition matters for the Early Years' and/or discussed with parents.
- Any pudding offered will be based on milk and/or fruit.

Snacks & Drinks

- When snacks are given between meals they will be healthy and nutritious and help provide children with the energy and nutrients they need.
- Sweets and fizzy drinks are not routinely offered.
- Fresh fruit will be available as a snack choice.
- Whole milk or water will be provided for children as a drink between and with meals.
- If on occasions juices and squashes are given, these are well diluted (one part juice or squash to ten parts water) and given only at mealtimes, to avoid causing damage to teeth.

Rewards and Special Occasions

- Praise and attention are used to help develop children's self esteem and to act as a positive reward for good behaviour.
- If other forms of reward are used, they support and do not conflict with healthy eating principles. For example, sweets and fizzy drinks are not given as rewards.
- On occasion children may be offered sweet treats as part of the celebration. These will at all times be balanced with a healthy alternative. If parents do not wish for their child to receive sweet treats please inform the manager as part of your registration process.

Special Dietary Requirements

- **Allergies**

It is the responsibility of parents to make known to staff at registration any allergies that their child may suffer from. Mariners will put in place a special care plan for each child that includes information about foods that may trigger an allergic reaction, steps for avoiding the food, and a treatment plan for use in the event of an allergic reaction. The treatment plan should include the specifics of medication administration for an allergic reaction, including the name of the medication, dose, and how the medication should be administered. The setting will ensure that staff are trained in first aid and have Epi pen training as and when needed.

- **Intolerance**

In the instance of a child having intolerance to a certain food, Mariners will endeavour to provide an alternative, after discussion with the parent/carer e.g. soya products. Parents are requested to inform us as soon as they are aware of any intolerance.

- **Cultural Dietary Requirements**

Mariners will address religious or cultural dietary requirements before the situation arises with parents at registration, to determine if and how much the setting can accommodate these preferences. Mariners will endeavour to accommodate all religious and cultural requirements in partnership with the parents.

Reporting Adverse and Untoward Incidents

Mariners Afterschool Care Policies

Mariner's Afterschool Care has a duty of care to all children who attend the Afterschool Care.

From time to time incidents may occur. The Belfast Health and Social Care Trust Minimum Standards for Child Minders and Daycares state that certain incidents should be reported to the relevant authorities. In addition to the authorities listed, all incidents must be reported to the Children and young people manager at The HUBB community resource centre. The Children and young people manager at The HUBB community resource centre will carry out the appropriate procedure listed below.

As an Afterschool provider Mariners are required to inform the Health & safety Executive in relation to;

- Work-related deaths/serious injuries (to staff or children)
- Over three day Injuries
- Work related diseases
- Dangerous occurrences (near miss accidents)

On occasion Mariner's Afterschool Care may need to report incidents/accidents that have occurred in the child/staffs home to either;

- Environmental health
- Public health Agency in relation to Infection control.
- The Police Service of Northern Ireland

Mariner's Afterschool Care when reporting any incident or accident to one of the relevant bodies' noted above should also report the incident or accident to the Early years team in the Trust.

Policy devised using Implementation Guidance - Childminding & daycare for Children under 12 Minimum standards, Section 4, Pg 25

Rota Policy

Principle

Mariner's Afterschool Care is committed to ensuring the effective and efficient running of the setting; this involves the management of employee hours.

Policy

Mariner's Afterschool Care has implemented this policy to ensure that staff/volunteers understand the rota system which is in place to manage their hours of work and to ensure that the appropriate staff:child ratio is in place.

Procedure

The Manager in charge will oversee the rota system which will be displayed in the office/Afterschool Room at the end of each week for the forthcoming week(s).

Should staff have any queries regarding the rota, they should raise these with the Manager in charge at the nearest convenient time.

Security Policy

Principle

Mariner's Afterschool Care has a commitment to the children, families, staff and volunteers who are in our care/involved in our setting to ensure that safety is of utmost priority.

Policy

The setting has implemented this policy to ensure all staff have the appropriate authority to exercise powers and carry out certain actions for which they are responsible. The management team can delegate particular powers to staff in the Daycare. This enables the efficient running of the setting.

The primary responsibilities and accountabilities in relation to ensuring the security of the setting are shared among:

- The Management team
- Staff with delegated authority.

Procedure

There are various elements within this procedure and these have been laid out to ensure that appropriate measures are in place, these include:

Answering the door

Mariner's Afterschool Care will not allow access to the building to anyone who is unknown to the staff in the setting. The setting will use a doorbell have control over this.

If the setting has pre-arranged visitors, all staff will be made aware of their attendance at the setting. The visitors will be asked to sign in and out using the log book provided at reception/daycare rooms.

Children's personal files will specifically detail parent/carer and emergency contact details for all authorised collectors.

If there is a special circumstance where someone is not on the authorised collectors list, but is collecting a child, parental consent must be given prior to the child being collected. Photographic id and a password must be provided by the new collector before the child will be given over to the new collector.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during session times.

Outside play area

Staff will follow the risk assessment procedure and ensure that all maintenance issues are followed up as they occur to ensure security at all times, eg if the latch on the front gate is broken and this gate leads to the main road from the outdoor play area.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during session times.

Building security

The management team of Mariner's Afterschool Care has assigned responsibility for building security to the afterschool manager and keyholders of the building.

Staff are responsible for ensuring that at the beginning and end of each day staff should check that all doors and windows are closed and locked as appropriate

All staff must adhere to the beginning and end of day procedures.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during session times.

Information security

The manager will ensure that all documentation and personal files are stored in locked cupboards/filing cabinets.

The management team will also maintain a separate lockable storage unit for documentation of meetings.

Lost keys

The management team must be made aware if staffs lose the keys to the building and this should be reported to The HUBB who holds responsibility for the overall security of the setting.

SETTLING IN POLICY

At Mariner's Afterschool Care club we aim to ensure children feel safe and secure in the absence of their parents/carers,

Mariners will therefore endeavour to make the settling in process a positive experience for children and will work closely in partnership with parents/carers to ensure this is achieved.

Procedures

In order to accomplish this we will ensure that:

- During registration an exchange of information will occur between Parents/Carers and Mariner's and any questions answered.
- Children who enter the setting will be greeted warmly, welcomed into the setting and will be addressed by their preferred name.
- Parents/Carers and their children are encouraged to visit the afterschool centre before admission to familiarise themselves with the setting.
- Parents/carers are encouraged to provide afterschool staff with information on their child's likes/dislikes, interests etc.
- Mariner's offers phased/staggered settling in for 5 days free of charge

- Parents/carers are welcome in the afterschool centre for as long as is required to settle their child.
- Parents/carers and their child are encouraged to get to know the staff based in the playroom.
- Staff will provide support and encouragement to parents/carers during the settling in period should the transition be difficult.
- Parents can telephone the service throughout the day to check on their child's wellbeing.

Student Placement Policy

Principle

Mariner's Afterschool Care welcomes students to take part in placement opportunities. Management offer placements to students undertaking early years qualifications and training and also to school pupils on work experience.

Policy

Mariner's Afterschool Care recognises that a student taking part in a placement offer a precious resource by giving their time and dedication to the setting. Management believe it is important to ensure that all placement students are well looked after and that they are fit to work. Management recognise the role of the student is to complement the role of paid staff; whilst having the opportunity to build skills and experiences which contribute to the successful completion of their studies. The management team aims to provide students with the opportunity to be involved in a setting which delivers quality in early years care and education.

Procedure

It is the responsibility of the management team to ensure that an Access NI check is carried out on all students before they begin the daily work within the setting. The Manager in charge will oversee and delegate duties as appropriate to the student

The management team aims to:

- Provide a safe and welcoming environment for all students.
- Promote the importance and value of attaining qualifications and training.
- Give students the opportunity to work alongside staff as part of a team and develop their professional skills through involvement with young children.
- Provide students with adequate supervision through the use of a staff mentor who will ensure the student is provided with the best learning opportunities while based at the setting.
- Ensure students are aware of the Confidentiality Policy within the setting, along with all the other practice policies and procedures.

- Provide the student with an induction pack which provides all relevant information including hours of work, absences, contact details, etc.

Restrictions to Duties:

- Students must not be left unsupervised at any time whilst caring for children.
- Students are not counted in staffing ratios and therefore appropriate staffing ratios must be adhered to at all times.
- Students must not carry out any form of intimate personal care (until specified time in placement) whilst unsupervised.
- Students must not administer medication.
- Students must not administer first aid.
- Students must not use personal cameras or mobile phones (see Mobile Phone Acceptable Use Policy).
- Students may use IT facilities for duties relating to the setting only as designated by the manager in charge.

SUPERVISION AND APPRAISAL POLICY

INTRODUCTION.

Regular supervision is critical to ensuring quality in the delivery of quality childcare services

Regular staff appraisal is a framework within which individual staff receive formal feedback on their performance and training and development needs can be identified. Supervision and appraisal have separate functions but are linked through the setting and monitoring of objectives.

This policy applies to all staff and volunteers in Mariner's Afterschool Care.

Mariner's Afterschool Care is committed to ensuring that all staff and volunteers receive regular support and supervision as part of their work. Appraisal should be a positive experience where staff are supported to grow ,develop and contribute to the strategic aims of The HUBB community resource centre.

SUPERVISION – DEFINITIONS

Supervision can be defined as a working alliance between manager and staff Member, with the aim of providing a structured system of professional and personal support.

Supervision can be broken down into 3 core functions: managerial, personal and practice.

Managerial Supervision

Managerial supervision is related directly to a staff member's job description and includes prioritising workloads, monitoring performance, clarifying tasks and identifying training needs.

Personal Supervision

Personal supervision is related to supporting people with personal issues which might affect their work.

Practice Supervision

Can be defined as a structure for enabling reflective practice, where staff are in direct contact with service users. It should safeguard standards, provide support to staff and help the development of expertise

SUPERVISION – OBJECTIVES

Supervision aims to maintain the highest standards of practice and staff support and morale.

Supervision aims to achieve this through the recognition of good practice, supporting staff to be reflective and fostering staff development.

Expectations

It is the line managers' responsibility to ensure that supervision happens regularly, once a month in the probation period and within a 3 month timeframe once permanent employment has been confirmed. This period should be at the manager's discretion.

Dates for supervision should be made in advance and prioritised by both manager and staff member.

Notes of the session will be made by the manager using the form QF35/3 and both parties will keep a copy. Notes are confidential and should be kept in a locked secure place.

Supervision is part of an ongoing process, so links should be made to previous supervision, to any objectives set.

ANNUAL APPRAISAL

Introduction

Mariner's Afterschool Care annual appraisal scheme allows for every employee to be appraised annually through a structured exchange of views relating to their job, appraisal form QF37/1 must be used.

Staff must complete a self appraisal and forward to the line manager at least a week before the appraisal date

The annual appraisal aims to improve communication and enhance performance.

Appraisal is a positive developmental process. It allows time for both manager and staff member to focus on performance, appraise strengths and weaknesses and develop and agree goals

Appraisal should not be an exercise in looking for faults. It should be a shared and co-operative process. If there have been concerns over performance, these should not come as a surprise during the appraisal – good management will have flagged these up at the earliest opportunity.

Objectives

Mariner's Afterschool Care Annual Appraisal Scheme has been designed to meet the following specific objectives:

- To maintain high standards of performance.
- To increase staff morale and motivation.
- To identify how post holders can develop in Mariner's Afterschool Care
- To provide information for planning.

- To develop the relationship between the employee and their line manager.

Process

Appraisal is an annual procedure

Both manager and staff member have equal responsibility for preparing for the appraisal.

Documents should be given to the appraisee at least 2 weeks in advance to allow the staff member adequate time to prepare. The staff member must forward complete information to the appraiser one week before the set date for the annual appraisal.

The annual appraisal interview

An appraisal interview is a planned discussion between the line manager and the employee to review how the employee has carried out his/her job since the last appraisal. The discussion during the interview is to:

- Assess the employee's performance against targets and performance standards.
- Review progress and priorities.
- Resolve or identify resolutions to any problems in these areas.
- Identify strengths and weaknesses in relation to work performance.
- Provide an opportunity for both parties to discuss how well line management arrangements are working and ways in which any difficulties can be addressed.
- Discuss future objectives and potential, together with training and development needs.

An appraisal interview is not an opportunity for a manager to raise a problem for the first time. Poor performance must be tackled when it arises and through regular supervision. An appraisal interview is not an opportunity to address disciplinary issues and does not form part of the disciplinary process. However, there may be some overlap in the issues discussed in both the appraisal scheme and the disciplinary process.

Objectivity

Annual appraisal should be seen by those involved as an opportunity for honest discussion. All feedback, observations and comments made in the course of the appraisal process should be objective and illustrated with examples. Feedback should be delivered with sensitivity and clarity at all times.

Annual appraisal scheme

The line manager will agree a convenient time for appraisal in conjunction with the appraisee, giving at least two weeks' notice and will ensure they have a copy of the appraisal report form.

The appraisee will use the self appraisal form to prepare for the meeting.

All appraisal interviews will take place in private.

Following the meeting the appraiser will complete the form, sign, pass to the appraisee for signature and comment. Both the appraiser and appraisee will retain a copy. This report will be reviewed during supervision sessions.

Staff who are dissatisfied with the outcome of their appraisal can record any disagreements on the final appraisal and may follow the grievance procedure if they feel their disagreements have not been dealt with fairly.

Records

The records of the appraisal interview will be kept in the appraisee's personnel file.

Whistleblowing Policy and Procedure

Principles

The word 'whistleblowing' in this policy refers to the disclosure internally or externally by employees of malpractice, as well as illegal acts or omissions at work. It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the group nor should it be used to reconsider any matters that have already been addressed under harassment, complaints, disciplinary or other procedures. Once the 'whistleblowing' procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the group. However, it should also be highlighted that whistleblowing is not intended to replace normal grievance procedures.

Policy

Mariner's Afterschool Care is committed to the highest standards of openness, integrity and accountability. An important aspect of accountability and transparency is a mechanism to enable staff and other members of the group to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve their employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information that they believe shows serious malpractice or wrongdoing within the group, then this information should be disclosed internally without fear of reprisal.

The Public Interest Disclosure (Northern Ireland) Order 1998, which came into force on 31 October 1999, gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns. Mariner's Afterschool Care has endorsed the provision set out below so as to ensure that no member of staff should feel at a disadvantage in raising legitimate concerns.

Procedures

Mariner's Afterschool Care will comply with the terms and conditions of the Public Interest Disclosure (NI) Order 1998, Data Protection Act 1998 and Freedom of Information Act 2000.

Scope of Policy

Mariner's Afterschool Care and The HUBB Community Resource Centre has a range of policies and procedures, which deal with standards of behaviour at work; they cover Discipline, Grievance, Complaints, Harassment or Victimisation, and Recruitment and Selection, among others. Employees are encouraged to use these procedures when appropriate. However, there may be times when the matter is not about your personal employment. This policy is designed to enable employees of the group to raise concerns internally and at a high level and to disclose information that the individual believes shows malpractice or impropriety. The policy covers all employees and trainees. The usual employment law restriction on minimum qualifying period and age do not apply, however, it does not cover volunteers. The Act protects people who raise concerns about past, present and future malpractices in relation to:

- A criminal act.
- A failure to comply with legal duty (eg negligence or breach of contract).
- A miscarriage of justice.
- Danger to health and safety.

- Damage to the environment.
- Deliberately covering up any of these.

Your Safeguards

Protection

This policy is designed to offer protection to those employees of the group who disclose such concerns provided the disclosure is made:

- In good faith.
- In the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below).

Harassment or Victimisation

Harassment or victimisation of individuals, who have raised concerns, including informal pressures, will not be tolerated and will be treated as a serious disciplinary offence that will be dealt with under the disciplinary procedure. Any investigation into allegations of malpractice will not influence or be influenced by any disciplinary or redundancy procedures that may already affect you. Neither does it mean that any disciplinary or redundancy procedures to which you are already subject will be halted as a result of raising concerns.

Confidentiality

Mariner's Afterschool Care will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously may be viewed as less credible, but they may be considered at the discretion of the management team. In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised.
- The credibility of the concern.
- The likelihood of confirming the allegation from attributable sources.

Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure, the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes frivolous or malicious allegations and particularly if they persist with making them, disciplinary action may be taken against that individual.

Raising a Complaint

- If you have a concern, you should not approach or accuse individuals directly or attempt to investigate the matter yourself.
- You should raise the complaint with your line manager (where the complaint is not directed at them) who will take note of the complaint and then pass this information on as soon as is practically possible, to the appropriate designated investigating officer, this is Martin Hamilton, Chairperson and can be contacted on 02890 777511.
- If you do not feel comfortable or feel it is inappropriate to raise your complaint with your line manager, then you can approach another member of the Mariners Management team who will

take note of the complaint and then pass this information on as soon as is practically possible to the appropriate designated investigating officer, this is Martin Hamilton, Chairperson and can be contacted on 02890 777511

- The designated investigating officer will investigate complaints of malpractice unless the complaint is against them or is in any way related to the actions of themselves. In such cases, the complaint should be passed to another head of Department who will nominate an appropriate investigating officer.
- The designated investigating officer may use the services of a consultant on receipt of a complaint of malpractice.
- The complainant may invite a trade union representative to raise the matter on their behalf.

If there is evidence of criminal activity (e.g. fraud), then the investigating officer should inform the police. The group will ensure that any internal investigation does not hinder a formal police investigation.

Timescales

Due to the varied nature of these sorts of complaints, which may involve internal investigators and/or the police, it is not possible to lay down precise timescales for such investigations.

The investigating officer should, as soon as practically possible send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed in writing as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing and sent to their home marked 'private and confidential'.

The Investigation

The investigating officer should follow these steps:

- Full details and clarification of the complaint should be obtained.
- The investigating officer should inform the person against whom the complaint is made as soon as is practically possible.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate of other individuals.
- The investigating officer will make a judgement concerning the validity of the complaint. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement.
- A decision will be taken on what action to take if the complaint is shown to be justified, and then they will invoke the disciplinary or other appropriate procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to the appropriate persons. These outcomes may result in the group reviewing and updating their policies and procedures.

Staff confidentiality Agreement

I the undersigned have read and agree to adhere to the confidentiality policy within Mariner's Afterschool Care and understand that any action which is deemed to be a breach of confidentiality regarding children, their families or other information which is learnt as part of the job/ training, will result in an investigation and possible disciplinary action.

Mariners Afterschool Care Policies

Name

Signed.....

Position.....

Date

Signed:

Position: Children & Young People Manager

Date: September 2016

Approved by Policy Committee

Signed

Chairperson

Date September 2016

Telephone Notification of Sickness Absence

To ensure the smooth running of Mariner's Afterschool Care it is extremely important that staff follow the procedure below when not attending work due to unplanned absences.

- Staff to notify the place of work at 9.00am,
- You must speak to the afterschool manager.
- You must state the reason why you are not attending work,
- You must inform the afterschool manager on duty of your expected date of return,
- During the self certification period of illness you must keep daily contact with your project manager,
- If you commence work before 9.00am and will not be attending work the next morning, you must inform the afterschool manager or deputy manager by 8.00pm the previous evening, informing them of the reason for absence and the expected date of return.

Additional Needs Policy

Mariner's Afterschool Care is committed to providing a high quality of care and education for all children who use our services.

Children in the daycare are routinely observed by their key worker and developmental issues are recorded and shared with parents and relevant professionals.

Children who have identified additional needs when beginning Mariners will be assessed to ensure we can meet their needs in the best possible way. It is important to note that the care of the individual child and other children is paramount; all reasonable adjustments will be made to accommodate the care needs of children. .

When additional need is identified for a child currently using the service, all reasonable adjustments will be made to cater towards the need. Mariners will devise and implement an individual childcare plan to support the developmental and care needs of the child. If the need requires additional support work, this may be provided with an additional worker if funding can be secured for a one on one worker. However, Mariners may need to cease care for a child if they feel they can no longer meet the needs of the child.

Generally, all children encounter aspects of their development which requires additional support to help them reach full potential. Staff at Mariners will assess the children with whom they work. Staff will plan and deliver a play based curriculum to support all aspects for the children's learning and development.

Play Policy

Definition

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

Purpose

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

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

Procedure

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

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.

2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.

3. The prime focus and essence of Playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.

Mariners Afterschool Care Policies

4. For Afterschool workers, the play process takes precedence and afterschool workers act as advocates for play when engaging with adult led agendas.
5. The role of the afterschool worker is to support all children and young people in the creation of a space in which they can play.
6. The afterschool worker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Afterschool workers recognise their own impact on the play space and the impact of children and young people's play on the afterschool worker.
8. Afterschool workers choose an intervention style that enables children and young people to extend their play. All afterschool workers intervention must balance risk with the developmental benefit and wellbeing of children.

By following the seven best play objectives Mariner's Afterschool Care aims to:

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

Facilitating play We support and facilitate play by:

- Providing an environment, which is safe and suitable for playing in, aiming to create a varied and interesting environment that stimulates social, physical, creative, emotional and intellectual play. We allow children freedom of creative expression, particularly in artistic or creative play. We make outdoor play available every day unless the weather is particularly bad.
- Providing a range of equipment, resources and activities that are based on children's interests and supports children's needs to ensure all children enjoy themselves. We involve children in planning to reflect their own interests and ideas and we plan activities to develop children's natural curiosity and imagination. We encourage children to request additional or alternative equipment as they choose, and if a request is refused, explain why.
- Staff in Mariner's recognise the importance of free play with minimal intervention whilst keeping children safe from harm. We do not expect children to be occupied at all times.
- Mariner's staffs intervene in play only when necessary: to reduce risks of accident or injury, to encourage social skills or when invited by children to play. We will give children advance warning when an activity or game is due to end.
- Mariner's will consult with children and parents about Mariner's in a variety of ways on a regular basis. This includes the children's wish wall, observations and discussions, parents evenings etc.
- Mariner's will regularly evaluate practice and resources and keep an inventory, which will be updated when required. Play areas and equipment
- All indoor and outdoor play areas are checked and risk assessed daily before the arrival of children in accordance of our Risk Assessment procedure.
- Children are involved in selecting additional equipment and resources for use at Mariner's.
- The resources used at Mariner's promote positive images of different ethnic backgrounds, religions, and abilities, in accordance with our Equal Opportunities policy.
- Mariner's has a selection of fiction and non-fiction books, suitable for all ages.

Policy on Transport

At Mariner's Afterschool Care there will be occasions when we need to use vehicles to transport children.

Daily we provide a pick up service from local schools. The bus driver is Access NI and a relationship with the child/ren teacher and school principal will maintained.

On these occasions we may use staffs' cars or public hire buses.

At all times, any vehicle which is used will have appropriate insurance and valid Car Tax and Mot Certificates. Any car which is used for purposes of transporting children will have a Public Service Vehicle (PSV) Exemption certificate.

While transporting children on cars and buses appropriate child restraints will be used at all times.

If on occasion a public bus service is used the specified Adult to child ratio is adhered to at all times.

Mariner's Afterschool Care Smoking Policy

Principle

Mariner's Afterschool Care complies with Health and Safety Regulations and operate to a strict no smoking policy.

Policy

Mariner's adheres to a no smoking policy and smoking is prohibited in the premises and on the surrounding grounds, including the car park.

Procedure

All staff, parents and volunteers at Mariner's Afterschool Care are made aware of our no smoking policy.

- At Mariner's no smoking signs are displayed.
- The no smoking policy is stated in our information brochure for parents.
- Staff who smoke do not do so during working hours, unless on a break and off the premises.
- There is to be no smoking during working hours.
- Employees should inform the management team/leader in charge of anyone who fails to comply with the policy.
- Visitors not adhering to the policy will be asked to comply or leave the premises.

A breach of this policy could lead to disciplinary action.

Mariner's Afterschool Care CCTV Policy

Principle

The Mariner's Afterschool Care has CCTV equipment installed for the security of the premises, staff/volunteers, children and families who use our setting.

Policy

Management want to ensure the safety of those on our premises at all times- this policy will be used to:

- Closely monitor the setting to protect the building and assests
- Increase personal safety of all users
- Assist in identifying, apprehending and prosecuting offenders
- Assist in managing the setting

Procedures

The CCTV Scheme is registered with the Information Commissioner under the terms of the Data Protection Act 1998 and will seek to comply with the requirements both of the Data Protection Act and the Commissioner's Code of Practice. At Mariner's Afterschool Care management will treat the system and all information, documents and recordings obtained and used as data which are protected by the Act.

Any recordings made may be viewed and used by authorised persons in support of the school's Child Protection Policy. This position will be reviewed after the election of new committee at the AGM.

- The designated person(s) is the main point of contact for anyone with concerns or queries regarding the use of CCTV or deal with requests for footage e.g. from the police. The responsible person has to ensure that the data recorded is only accessed by those who have a genuine need to do so
- Data will only be stored for a period of 7 days

- Warning signs, as required by the Code of Practice of the Information Commissioner at a number of locations within the grounds and the setting. Contact details of the designated person will be displayed for anyone who wishes to query the use of CCTV.
- Afterschool Manager will maintain the equipment within the setting and regularly update on any maintenance required.
- USB will be changed as specified though the installation company
- Mariner's Afterschool Care acts in line with Data Protection guidelines.
- Materials or knowledge secured as a result of CCTV will not be used for any commercial purpose. Material will only be released to the media for use in the investigation of a specific crime and with the written authority of the police. Material will never be released to the media for purposes of entertainment.

Operation of the system

- Administration and management of the CCTV is the responsibility of the Governing Body and these roles are delegated to members of the management team.
- Day-to-day management will be at the discretion of the management team who will appoint and review annually the person with delegated authority to manage this.
- The CCTV system will be operated 24 hours each day, every day of the year.
- The system was installed and maintained by Kirk McCluskey (HUBB Board member).
- Access to the CCTV facilities will be strictly limited those with delegated authority

Monitoring procedures

- Camera surveillance may be maintained at all times.
- Images are stored on the hard drive for 21 days before being automatically deleted.
- Requests for recordings made by the Police can only be actioned under section 29 of the Data Protection Act 1998.
- CCTV footage may be viewed by the Police for the prevention and detection of crime.
- Applications received from outside bodies (e.g. solicitors) to view or release footage will be referred to the management team. In these circumstances recordings will normally be released where satisfactory documentary evidence is produced showing that they are required for legal proceedings, a subject access request, or in response to a Court Order

Breaches of the Policy

Any breach of the Code of Practice by users will be initially investigated by the management team, in order for the appropriate action to be taken. Any serious breach of the Code of Practice will be immediately investigated with reference to the Staff Disciplinary policy.

Complaints

Any complaints about the CCTV system should be addressed to the management team. The management team will follow advice and guidance as provided by

- Information Commissioner's Office
- The Data Protection Act provides

NOTE: Recommended reading from Information Commissioner's Office

http://www.ico.gov.uk/for_organisations/guidance_index/~media/documents/library/Data_Protection/Detailed_specialist_guides/PRIVACY_NOTICES_COP_FINAL.ashx

http://www.ico.org.uk/for_organisations/data_protection/the_guide

http://www.ico.org.uk/for_organisations/data_protection/subject_access_requests

Mariners Afterschool Care Admissions Policy

The HUBB community resource centre aims to be accessible to all children, regardless of religion, gender, ability, or cultural background, from the local community and surrounding areas of North Belfast.

Childcare places will be prioritised on the following conditions:

- A parent/carer works for The HUBB community resource centre.
- The child has been referred by Belfast Health and Social Care Trust.
- The family resides in the North Belfast Area.
- Attends a school within Lower North Belfast
- The child has a sibling attending Mariners Afterschool's Care
- A parent/carer requires childcare to support the uptake or continuation of employment,
- A parent/carer requires childcare to support the uptake or continuation of training or education classes,
- The child has been on a waiting list
- The child has been on the waiting list and requires flexible days.

We will advertise our services by:

- Placing notices about our childcare facility in local community, shopping and health facilities.
- Distributing flyers about our childcare facility to voluntary, statutory and community organisations.
- Placing notices in the local press.
- Advertising In the local Community Empowerment Partnership Magazine,
- Holding open days
- Promoting the service at community information days
- On the project website at www.belfasthubb.co.uk

How to Apply

Parent's/carers wishing to place their child's name on the Afterschool waiting list should contact us please see information listed below,

For further details regarding Mariners Afterschools Care, please contact any of the time.

Colleen Crothers

Mariners Afterschool Care

Mariners Afterschool Care Policies

The HUBB, 30 St Aubyn Street

Belfast, BT15 3QF

Email: ccrothers@belfasthubb.co.uk

Number: 07954 179239

The HUBB Community Resource Centre

Child Protection Policy Statement

The HUBB Community Resource Centre is committed to practice, which protects children and young people from harm. The Staff and the Board of Directors accept and recognise their responsibilities to develop awareness of the issues which cause children/young people harm. We believe that every child, regardless of age, has at all times and in all situations, a right to feel safe and protected from situations or practice that result in a child/young person being physically or psychologically damaged. The HUBB believes it is the responsibility of all staff and volunteers to care for and develop children/young people's potential by creating an environment in which individual needs are met.

Purpose

The purpose of this Policy and related procedures is to:

- promote the welfare of children and young people and protect them from harm
- prevent harm occurring through early identification of risk and appropriate timely intervention
- identify staff responsibilities in dealing with reports or suspicions of abuse
- provide clear and robust guidance on how to handle these concerns
- encourage good practice in all aspects of promotion and protection of children, young people and vulnerable adults

Context

The HUBB will carry out its responsibilities under all relevant legislation, regulations and professional guidelines which include the following:

(Also includes Strategic/Policy Context)

- Children Northern Ireland Order 1995
- UNCRC 1991

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- Co-operating to Safeguarding Children (DHSSPS, 2017)
- Regional Safeguarding Policy and Procedures (SBNI)
- Experiences and views expressed to the NI Commissioner for Children and young people.
- Human Rights Act 1998
- UNICINI Assessment Framework
- Family Law (NI) Act, 2001
- Safeguarding Vulnerable Groups (Northern Ireland) Order 2007
- Section 75 Northern Ireland 1998
- Family Homes & Domestic Violence (NI) Order 1998
- Sexual Offences (NI) Order 2008
- Data Protection

Relevant Agencies (Check for updates yon child Protection yearly)

- Safeguarding Board for Northern (Volunteer Now & Children In Northern Ireland – agents advised to use by SBNI)

S

cope

This Policy deals with the safeguarding and protection of children from abuse, as defined below.

- **Child-** A person under the age of 18, as defined in the Children Northern Ireland Order 1995
- Abuse
- Neglect or acts of omission
- Physical abuse
- Sexual abuse
- Psychological/Emotional abuse
- Financial or material abuse (Exploitation)
- Discriminatory abuse

For the purpose of this Child Protection policy, the definitions and indicators of child abuse have been taken from the 'Children In Northern Ireland Child protection training handout' booklet.

Physical abuse – the deliberate physical hurting a child. It might take a variety of different forms including

- Hitting
- Biting
- Pinching
- Shaking
- Throwing
- Poisoning
- Burning or scalding
- Drowning or suffocating a child.

Emotional – The persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development.

- Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate.
- It may include not giving a child the opportunities to express their views, deliberately silencing them or "making fun" of what they say or how they communicate.

Emotional abuse may involve bullying – including online bullying and through social networks, online games or mobile phones – by a child's peers.

Neglect – The failure for a child's basic needs, whether be adequate food, clothing, hygiene, supervision or shelter that is likely to result in serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Sexual abuse – When others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve:

- Physical contact including assault by penetration (for example, rape, or oral sex)
- Non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing.
- It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities.

Exploitation – The intentional ill-treatment, manipulation or abuse of power and control over a child or young person. To take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as:

- Child labour
- Slavery
- Servitude
- Engagement in criminal activity
- Begging
- Benefit or other financial fraud
- Child trafficking
- It extends to the recruitment, transport, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

We endeavour to safeguard children/young people by:

1. Adopting child protection guidelines through a code of behaviour for staff and volunteers;
2. Sharing information about child protection and good practice with children/young people, parents, staff and volunteers
3. Working in partnership, sharing information about concerns with agencies who need to know and involving parents and children/young people appropriately;
4. Following carefully the procedures for recruitment and selection of staff and volunteers;
5. Managing staff and volunteers through supervision, support and training
6. Following procedures for dealing with child protection concerns.

We are committed to reviewing our policy and good practice at regular intervals

Adopting Child Protection guidelines through a Code of Behaviour for Staff and Volunteers:

The HUBB does this by:

- Developing an awareness of child protection issues with staff and volunteers and ensure they engage in appropriate training.
- Reviewing policies and practice at regular intervals.
- Ensuring everyone involved with children and young people are made aware of the behavioural standards in place and what is acceptable and unacceptable behaviour.

CODE OF CONDUCT

- No foul or abusive language or behaviour.
- No bullying
- Respect for others
- Staff should avoid spending excessive time alone with children/young people.
- Meetings with individual children/young people should take place as openly as possible. If privacy is needed, the door should be left open and other staff or volunteers informed of the meeting.
- Never make arrangements to meet a child/young person alone in your home.
- Staff should not meet with children outside organised activities, unless it is with the full knowledge and consent of the parents and The HUBB is aware of the meeting.
- Staff and volunteers are advised not to make unnecessary physical contact with children and young people. However, there may be occasions when physical contact is unavoidable such as:

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- A distressed child/young person may need comfort and reassurance such as a parent would give;
- In the course of activities or games, there may be a need for physical support and for demonstration of exercises.
- If personal care is required.

Physical contact should only take place with the consent of the child or young person-an exception would be the care on babies and young children.

- Making staff aware of the need to record and report incidents relating to a child or young person touching others inappropriately.
- The importance of sharing child protection concerns with the Designated Officer regarding the conduct of other adults, including work colleagues. Never keep suspicions of abuse to yourself. If there is an attempt to cover up you could be implicated by your silence.

Staff and volunteers should never:

- Engage in sexually provocative games in horseplay, which may be construed in the wrong manner.
- Allow children/young people to use inappropriate language unchallenged
- Make sexually suggestive comments about, or to a child/young person.
- Let allegations a child makes go without being addressed and recorded.
- Do things of a personal nature for children that they can do for themselves.

If an allegation is made towards staff or volunteers, Management should be informed immediately and a record of that meeting logged.

1. Sharing information about Child Protection and Good Practice with Children/Young People, Parents, Staff and Volunteers

Good communication is vital to The HUBB. It is the responsibility of Management to ensure that information is available to, and exchanged between all those involved in the organisation and its activities.

Children and Young People

Under the UN Convention on the Rights of the Child, children have a Right to information, especially any which could make life better and safer for them. They should have information about how and with whom they can share their concerns and anxieties.

Parents

Parents remain responsible for their children's welfare and they should be assured that their children are involved with credible organisations. The HUBB will:

- Publish information about their activities, child protection policy and the name of the Designated Officers to contact in the event of a concern;
- Provide parents with accurate information and seek their consent for participation in activities/outings.

Staff and volunteers

Accurate information will enable and empower staff and volunteers to deal with emergencies and child protection issues, and will encourage them to pass concerns to the Designated Officers within The HUBB.

Other professionals are provided with child protection information as appropriate.

2. Sharing Information about Child Protection concerns

As an organisation that offers childcare through community involvement **The HUBB** has an obligation and responsibility to know and disseminate information about child protection, to have a child protection policy and good practice guidelines, including procedures to follow when concerns arise.

The HUBB recognises that judgements about child abuse should be left to the appropriate professionals. However, if staff do have child protection concerns no matter how minor, they should be dealt with through The HUBB procedures as follows:

Designated Child Protection Officer

The HUBB has Designated Officer who are responsible for dealing with any child protection concerns. These individuals will make themselves readily available to discuss any concerns or enquiries staff or volunteers may have. Information on Designated Officers can be found on the Child Protection Reporting Chart available on The HUBB in the General Folder under staff handbook.

Reporting Procedures

All staff are familiar with The HUBB reporting procedures, this is explained at induction and through training.

1. Staff/volunteer completes the Child Protection Incident Record Form which can be found on The HUBB main files in the General Folder in the childcare room, also in the Managers office filing cabinets (located with the Child Protection policy).
2. Staff/volunteer contacts the Designated Officer (details on the child protection reporting chart), arranges a time as soon as possible to discuss concerns with the Designated Officer (preferably within the same day as the concern is noted) and reports information detailed in the Child protection incident Record Form to the Designated officer.
2. Designated Officer follows the procedure outlined on the Child Protection Reporting Chart acting within the same day as the concern is noted.
3. The Responsibility to Refer. All staff in Mariners Afterschool (& The HUBB, board etc) have a responsibility to refer a child/young person to children's social services if they believe or suspect that a child has suffered or is likely to suffer significant harm. In an emergency a referral should be made directly by contacting relevant statutory/voluntary services (see below).
 - Belfast HSC Trust: 02890 507000
 - Belfast HSC Trust Gateway Team (North Belfast): 02890 507000
 - Regional Emergency Social Work Services (Outside normal hour & bank holidays): 02895 049999 Email: resws1@belfasttrust.hscni.net
 - PSNI: Emergency dial 999, 101
 - NSPCC: Email help@nspcc.org.uk
 - Childline: 0800 1111
 - Lifeline: 0808 808 8000 website: www.lifelinehelpline.infor

In the case of a child/young person disclosing it is important to:

- Listen to the child/young person rather than directly questioning him or her. Offer reassurance without making promises
- Stay calm and reassuring
- Explain to the child/young person that you must pass the information on to ensure they get the support they need.

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- Listen to everything the child/young person has to say-never stop the child/young person from recalling significant events; don't over react; explain what you have to do and whom you have to tell.
- Under no circumstances interrogate the child.
- Be clear in your mind what the child has told you.
- Ask if he/she has told anyone else.
- Thank the child/young person for informing you and reassure him/her that they were right to do so.

ACTION

- Record the discussions accurately on the Child Protection Record Form as soon as possible after the event. Remember to be factual and accurate.
- Contact the relevant departmental Designated Officer immediately. If you cannot contact the relevant departmental Designated Officer, please consult the Child Protection Reporting Chart and contact one of the other appointed Designated Officers.
- Designated Officer must keep a record of all actions taken and inform Colleen Crothers Senior Designated Officer.
- All Child Protection concerns shall be dealt with in accordance with The HUBB policies and procedures, however if the Designated Officer deems concerns not to be of a child protection nature, then The HUBB internal procedures will be implemented.
- The HUBB acknowledges that reporting concerns, incidents or abuse can be a distressing experience for staff and volunteers. Support and guidance can be sought from Colleen Crothers – Designated Officer

3. *Staff Management through Supervision, Support and Training*

The HUBB is committed to staff development and does this by ensuring that all staff have access to training and support to encourage personal and professional development. This process includes:

- Child Protection Training delivered through the 'Children in Northern Ireland' it is compulsory that this training is updated every 3 years. (training may take place outside of normal working hours)
- Particular skills training
- Designated Officer Training

Useful agencies Designated officer must be aware of.

- Safeguarding Board for Northern Ireland (SBNI) Procedures Manual.
<http://www.proceduresonline.com/sbni>
- List of Relevant agencies available in mam
- Click CEOP, an online reporting tool for people to report abuse or concerns online.



Belfast Health & Social Care Trust Contact Information:

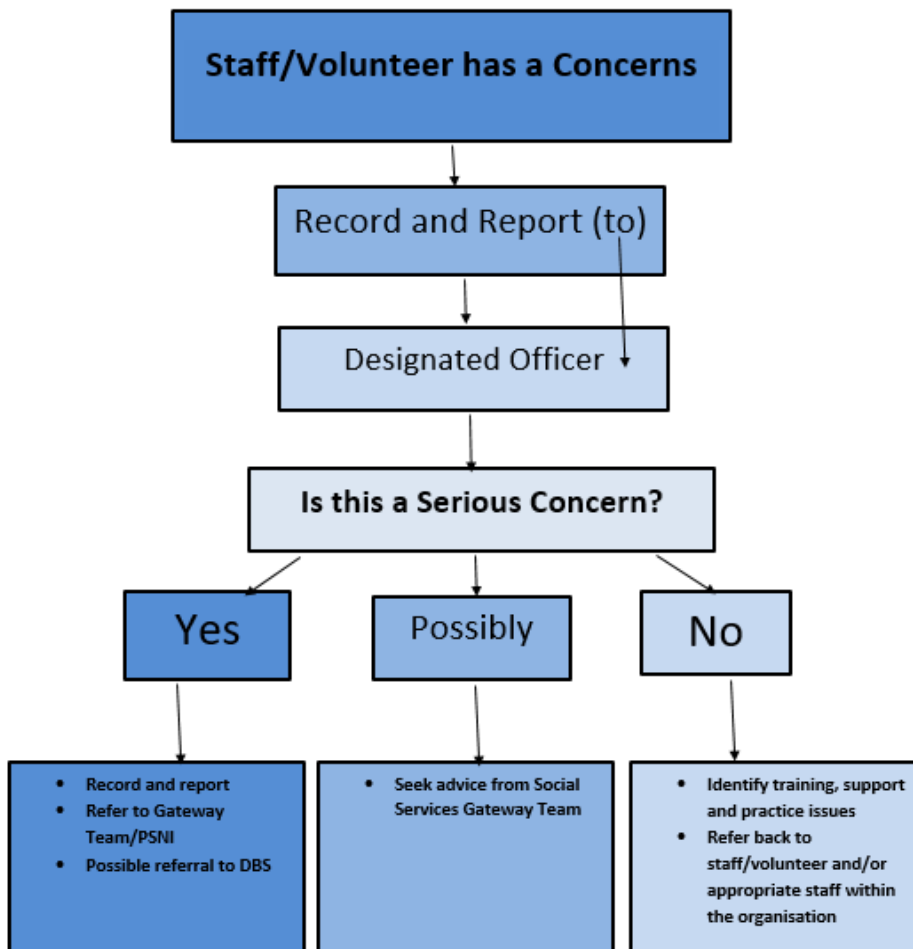
BHSC Link Social Worker: Helen Craig

Early Years Services, Eventon Complex, 585 – 587 Crumlin Road, Belfast, BT14 7GB

Contact Number's: 02895 042811

North Belfast Gateway Team: 02890 507000

Out of hours, Gateway Team: 02890 504999



North Belfast Gateway Team: 028 9050 7000

Gateway Team Out of Hours: 028 9504 999

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