



REGISTRATION PACK - OSC 2021-2022

PEACE Childcare Ltd aims to support parents/guardians in balancing work, education, training and family commitments by providing out of school care term time, school holidays and in-service days for parents/guardians who wish to remain in employment, continue further/higher education or take up training opportunities.

Our centres are staffed by qualified, experienced staff who have been vetted by Disclosure Scotland, medical references, two previous employers references and qualification verification by Scottish Social Services Council.

PEACE Childcare Ltd is registered by the Social Care & Social Work Improvement Scotland and will provide a quality service in South West Scotland, for children aged 4½ to 16 years of age.

PEACE Childcare Ltd, Belford Mill, 16 Brewery Road, Kilmarnock, KA1 3GZ

Tel: 01563 549804

Email: peacechildcare@btconnect.com

Web: www.peacechildcare.com

Facebook: www.facebook.com/PEACEChildcareLtd

A registered charity – Scottish Charity Number: SCO 30571

Regulated by the Care Inspectorate

Registered with Companies House Company No SC340432

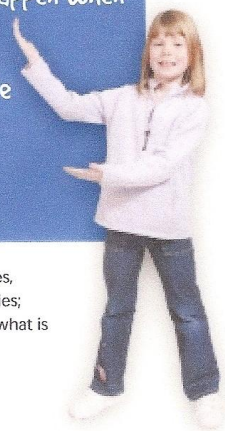
Protecting Children and Young People: The Charter

The clear message from children and young people is:

As children and young people, we have a right to be protected and be safe from harm from others. When we have difficulties or problems we expect you to:



- | | |
|----------------------------------|--|
| Get to know us | Think carefully about how you use information about us |
| Speak with us | |
| Listen to us | Put us in touch with the right people |
| Take us seriously | Use your power to help |
| Involve us | Make things happen when they should |
| Respect our privacy | Help us be safe |
| Be responsible for us | |
| Think about our lives as a whole | |



This is a message to all of us – politicians, communities, parents, families, neighbours; as well as police, health, social work, and education authorities; and people who work directly with children and young people – about what is important to them and how we go about helping to protect them.



Welcome and thank you for applying to use our services.

Our Aim: To provide a quality, affordable, flexible service that is child centred, to allow parents/guardians to take up employment, higher education and training opportunities.

This registration pack contains registration and consent forms, information on policies and procedures and other general information to ensure the smooth and efficient management of our Out of School Care Centres and Sitter Service.

General Information

PEACE Childcare Ltd is a Company Limited by Guarantee, Companies No. 340432, with charitable status, (Scottish Charity No SCO 3057) overseen by a Board of Directors made up of parents users.

Whether you are new or have used our services before, I would like to inform you of some of the points which ensure the smooth running of our service. Please do not hesitate to contact me, Catherine Whiteside, Services Manager, if you need to discuss any matter concerning PEACE Childcare Ltd or your_child.

PEACE Childcare Ltd Admissions Policy

The Board of Directors of PEACE Childcare Ltd in keeping with their constitution have agreed their admissions policy and have produced the following document to fulfil that premise.

All PEACE Childcare Ltd services are open to all families within South West Scotland.

The Board of Directors will do its utmost to provide access to quality, affordable childcare in a safe, friendly, caring environment, to help develop the children/young people's social and educational skills.

The Organisation will be open to all children/young people regardless of race, gender, culture or ability. The Organisation will strive to ensure that all families regardless of circumstances will have access to quality childcare to give them the opportunity to continue/return to employment, to take up further/higher education or training.

In addition the Organisation will strive to integrate children with additional support needs with support from outside agencies where applicable

The Organisation will strive to keep places available for Social Work referrals, emergency situations and respite care. Staff will actively support parents/carers who are experiencing difficulties by advising them of the agency best suited to support them i.e. Money Advice, Housing, Working for Families and Child Care Tax Credit .

OPENING TIMES

Centre	AM	PM
Annanhill	8.00am-9.00am	3.00pm-6.00pm
Dunlop	7.45am-9.00am	3.00pm-6.00pm
Gargieston	7.45am-9.00am	3.00pm-6.00pm
Loanhead	8.00am-9.00am	3.00pm-6.00pm
Onthank	7.15am-9.00am	3.00pm-6.00pm
St Andrew's		3.00pm-6.00pm

We provide Full Day Care during holiday times and in-service days at PEACE Onthank or St Andrew's.

When a child has been off school they **cannot** attend PEACE Childcare Ltd on that day.

COLLECTION OF CHILDREN

All children must be collected 10 minutes before the end of the session to give staff time to contact emergency contacts should the need arise. Should you find you are running late, you must contact the centre your child attends on the numbers listed below:

Centre	Landline Phone No	Mobile No
Annanhill	01563 541870	07920 207329
Dunlop	01560 482133	07920 207330
Gargieston	01563 534058	07920 207331
Loanhead	01563 522452	07920 207332
Onthank	01563 571709	07920 207333
St Andrew's	01563 542752	07528 976347

This will allow staff to inform your child/ren, who may start to worry or get upset at being the only child/ren left in the centre. Should children not be collected 10 minutes before the end of the session and no phone call is received, our first step is to contact their emergency contacts. Should this prove unsuccessful, our next step will be to contact Social Work Department.

Children must be collected by someone aged 16 years or over and not under the influence of alcohol or drugs. All persons collecting children must be known to the childcare staff, or have a letter of consent from the parent, to pick them up. A password, which can be anything you like, e.g. date of birth, family pet name, should be given to staff and to the person collecting your child. This will ensure that your child is not collected by anyone other than those you have given authority to do so.

FEES

Fees must be paid in advance when booking or on the day of use.

Thursday 1st April 2021

AM Session	£4.00 per child
PM Session	£10.50 per child
FDC Session:	£20.00 per child
	£37.50 per 2 children family
	£56.25 per 3 children family
	£73.00 per 4 children family

Packed lunches can be provided at a cost of £2.00 per child, which requires advance booking. **(Not available due to COVID-19.)**

To help offset the cost of holiday times, there is a holiday fund which parents can pay into every week, at whatever amount they wish.

Our home based Sitter Service is also available 6.30am – 10pm, 7 days a week at a cost of £13.50 of Thursday 1st April 2021.

BOOKINGS

Where possible bookings should be made on Thursdays for the next week's childcare. As we do not charge a retainer fee places booked and not used must still be paid for.

NON-ATTENDANCE

If for any reason your child/ren will not be attending it is essential that you notify the Centre as soon as possible, preferably between 8 am and 12 noon on 01563 549804 when there is always someone to take your call or you can leave a message on the answer machine. This will stop staff going looking for children who are not at PEACE Childcare Ltd that day.

CHANGE OF CIRCUMSTANCE

The Organisation **MUST** be advised of any change of circumstances e.g. Place of employment, hours of work, contact names & addresses & telephone numbers. It is essential that these contacts are kept up to date in case we have to get in touch with you urgently. All emergency contacts must live locally and be on the telephone or have access to one.

Emergency contacts must know that they are the emergency contacts.

EXCEPTIONAL CLOSURE

In the event of exceptional closure e.g. being unable to access our Centres due to weather related closure, fees paid for those days will be credited to your account.

FOOD

PEACE Childcare Ltd will provide a healthy breakfast and a healthy afternoon snack in accordance with our healthy eating and active play initiatives. During full day care (FDC) at holiday times, if you wish us to supply your child/children with lunch, this can be booked in advance at an additional cost of £2.00. **(Not available due to COVID-19.)**

HOLIDAYS

Parents of children who will be attending at holiday times must complete the holiday form and return to the Centre before stated date. This is to ensure the correct number of staff is in attendance. Should parents fail to return holiday forms by the stated date, then they may have to forgo their childcare place that holiday.

Children should be appropriately dressed for outdoor play and not bring valuables or personal belongings. PEACE Childcare Ltd is not responsible for loss or damage to said articles.

Should parents book a childcare place and then not use it, they will be charged for that childcare place.

INTERNET ACCESS

Children and young people will only have access to the Internet, where available, under strict supervision by a member of staff.

HEALTH & WELL BEING

Staff will take into account appropriate cultural and ethnic needs of all children and young people and promote a healthy eating ethos in our Centres.

Staff will avail themselves of every opportunity to encourage children and young people to participate in organised physical activities both indoors and in outdoor play area within each centre.

SUPPORT & DEVELOPMENT

Parents and children are actively encouraged to visit the Centre prior to the child starting, to meet the staff and other children and to take part in activities. Parents are encouraged to ask questions and familiarise themselves with the operational aspects of the Centre.

To help promote and maintain good working relationships with parents/guardians, staff will encourage them to spend time in the Centre, looking at the programme of activities on offer and seek their views on how to improve service provision. All Staff are encouraged to spend time talking and listening to parents/guardians and to build relationships on an individual basis.

All Staff are encouraged to pass on information to parents/guardians on all aspects of the Organisation, e.g. Board of Directors decisions, changes to working practices, full day care outings and activities etc. All Staff will also feedback to the Services Manager any views, opinions or concerns from parents/guardians to enable the Services Manager to inform the Board of Directors.

The Board of Directors will consult with staff through the Services Manager, who will take proposals for consultation to staff for their views and opinions, which the Services Manager will report back to the Board of Directors.

As an Organisation we will liaise with relevant departments and agencies within schools and local authority areas, depending on the communication needs of the child, young person or parent, to ensure that we can meet the needs of the individual e.g. interpreter for non-English speaking or deaf person.

The Organisation aims to encourage children/young people to actively participate in the programming of the Centres. When planning weekly activities, staff will take into account the age range and ability of the individual child or young person, and to actively seek their opinions and views before planning an activity to ensure the programme is child orientated and caters for all. Play is a valuable and essential part of children's development and all our staff teams are aware of the need to facilitate this. A survey will be carried out annually by the Organisation to find out the views of all service users i.e. parents, children, young people and staff.

Behaviour Policy for Before and After School Care

PEACE Childcare Ltd. seeks to create an environment in all our centres which encourages and reinforces good behaviour. Children do bring to PEACE a wide variety of behaviour patterns but we aim to have a standard of acceptable behaviour established on the basic principles of respect, consideration, honesty and responsibility.

In the event of the behaviour of a child being unacceptable

WE AIM:

- ◆ To ensure that all children are given a measured response from the Child Care Workers within the Centre.
- ◆ To ensure any sanctions applied are not out of proportion to the offence.
- ◆ To prevent any child being treated in an unfair, inconsistent or irrational manner.
- ◆ To ensure that the child understands expectations.
- ◆ To ensure that the parents/guardians are involved in any behavioural problems as a matter of course.
- ◆ To set certain limitations and practices to which all children adhere.
- ◆ To identify behavioural problems and reach a solution.
- ◆ To promote positive behaviour.

OUR DEFINITION:

Disruptive or detrimental behaviour comes in many shapes and forms and therefore it is expected that Child Care Workers within PEACE Childcare show judgement when dealing with individual cases. The following types of behaviour are considered unacceptable (It should be noted that these examples do not constitute an exhaustive list)

- ◆ A child being aggressive towards other children/adults.
- ◆ A child using abusive language.
- ◆ A child abusing equipment.
- ◆ A child standing on or throwing furniture.
- ◆ A child who disrupts the room by excessively being loud.
- ◆ A child who deliberately spoils/destroys another child's work.
- ◆ A child who calls another child names, or any other form of bullying.
- ◆ A child leaving the premises without permission.
- ◆ In general a child who refuses to accept the "rules" i.e. unacceptable social behaviour.

RESPONDING TO UNACCEPTABLE BEHAVIOUR

It should be noted that any form of complaint will be acknowledged by the staff and action will be taken relevant to the case. All reports and files are confidential.

Most instances of poor behaviour are relatively minor and can be adequately dealt with by centre staff.

In the case of more serious disruptive behaviour, the first level of action is a consultation meeting between the staff member involved and the parent/guardian concerning the unacceptable behaviour of the child.

- ◆ It is requested that the relevant Centre Manager be advised by parent/carer if a child is having any difficulties at home or at school as this may have a bearing on the child's behaviour.
- ◆ Most instances of poor behaviour are relatively minor and can be adequately dealt with by centre staff.
- ◆ In the case of more serious disruptive behaviour, the first level of action is a consultation meeting between the staff member involved and the parent/carer concerning the unacceptable behaviour of the child.
- ◆ If the issue is not resolved and the child continues to behave in an unacceptable way, the second level of action is the Centre Manager arranging a consultation meeting with parent/carer about the unacceptable behaviour of the child.
- ◆ In the event of a child showing continual unacceptable behaviour, at the discretion of the Centre Manager, all information will be documented in an incident report book. This will be signed by the staff involved at the end of each session, and shown to the parent/carer. The Services Manager is to be informed of all the incidents that have taken place.
- ◆ In the event that there are more than 3 incidents within a two week period or in the rare event of a child being a serious threat to the safety of others, the Services Manager will provide all relevant documentation to the Chairperson of PEACE's board of directors.
- ◆ At the discretion of the Centre Manager the parent/carer will be asked to attend a meeting with the Services Manager and Chairperson to discuss the issues that have occurred and attempt to find a solution to the problem. The meeting will be confidential.
- ◆ If the situation continues without resolution, the Services Manager will refer to PEACE's Board of Directors, who will then take appropriate action. This could result in the child being excluded from PEACE for a period of 1 week.
- ◆ In exceptional circumstances, the services of PEACE Childcare can be permanently withdrawn.
- ◆ The parent/carer will be formally notified in person by the Services Manager.
- ◆ Please note: All actions and records are treated confidentially.

WHAT IS ACCEPTABLE STAFF RESPONSE?

- ◆ When dealing with disruptive/unacceptable behaviour staff will demonstrate a positive manner at all times.
- ◆ Child Care Staff should make sure that the children understand the "rules" and regulations of the service.
- ◆ Child Care Staff should be assertive, clear and specific in all communications as well as being good listeners.

◆ IN THE EVENT OF A CHILD SHOWING DISRUPTIVE BEHAVIOUR-

- ◆ Children who have behavioural issues will always be offered support and care within this Centre.
- ◆ Parents will be offered support and guidance if needed.
- ◆ The Child Care Worker should understand their role, with ways in which they can contribute positively to children's behaviour.
- ◆ It is an objective of all staff to work as a responsive team in the care and development of children while promoting positive behaviour at all times.

In the first instance it should be explained to the child that their behaviour is unacceptable.

If the incident is repeated, the child should be withdrawn from the area where the disruption is being caused. The Child Care Worker should calm the child if necessary and explain the reasons why he/she is being withdrawn from the area. An alternative activity should be offered. If the child's behaviour improves then they can return to the area of their choice. If behaviour continues to be disruptive, the child should be excluded from the activity for the rest of the session.

In the case of a continuous pattern of disruptive behaviour, the events should be reported to the Centre Manager who will explain the matter to the child that their behaviour is unacceptable. Their parents will be informed.

- ◆ The Child Care Worker should have an understanding of acceptable and unacceptable behaviour and be able to manage unwanted behaviour.
- ◆ The Child Care Worker should make sure that the children are given adequate supervision.
- ◆ The Child Care Worker is expected to have a basic understanding of child development, child's individual needs, likes and dislikes and treat each child as an individual
- ◆ The Child Care Worker should understand their role, with ways in which they can contribute positively to children's behaviour.
- ◆ It is an objective of all staff to work as a responsive team in the care and development of children while promoting positive behaviour at all times.

UNDER NO CIRCUMSTANCES SHOULD THE FOLLOWING OCCUR:

- ◆ A child smacked or removed bodily from an area.
- ◆ A child placed in an area designated as a "naughty area", told to face a wall, to stand in the corner of a room, or to sit in a naught chair" (It is perfectly acceptable to ask the child to sit down away from other children, to calm down and think about the situation).
- ◆ A child shouted at, demeaned or ridiculed.
- ◆ Having food or drinks withdrawn.
- ◆ A child left unattended.
- ◆ Promotion of negative attitudes.

Child Care Workers will be offered support in terms of guidance and training. The Discipline Policy will be given to all parents/carers of children using this service. The parents/guardians sign the Registration Form agreeing to the terms and conditions, on registering with PEACE Childcare.

Behaviour Policy for Full Day Care

PEACE Childcare Ltd. seeks to create an environment in all our centres which encourages and reinforces good behaviour. Children do bring to PEACE a wide variety of behaviour patterns but we aim to have a standard of acceptable behaviour established on the basic principles of respect, consideration, honesty and responsibility.

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- ◆ To ensure any sanctions applied are not out of proportion to the offence.
- ◆ To prevent any child being treated in an unfair, inconsistent or irrational manner.
- ◆ To ensure that the child understands expectations.
- ◆ To ensure that the parents/carers are involved in any behavioural problems as a matter of course.
- ◆ To set certain limitations and practices to which all children adhere.
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- ◆ A child who calls another child names, or any other form of bullying.
- ◆ A child leaving the premises without permission.
- ◆ In general a child who refuses to accept the "rules" i.e. unacceptable social behaviour.

RESPONDING TO UNACCEPTABLE BEHAVIOUR

Most instances of poor behaviour are relatively minor and can be adequately dealt with by centre staff.

- ◆ It should be noted that any form of complaint will be acknowledged by the staff and action will be taken relevant to the case. All reports and files are confidential.

- ◆ It is requested that the relevant Centre Manager be advised by parent/carer if a child is having any difficulties at home or at school as this may have a bearing on the child's behaviour.
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- ◆ In the event that there are more than 3 incidents over one day or 5 incidents over a week, or in the rare event of a child being a serious threat to the safety of others, the Centre Manager will contact the Services Manger to inform them of the incidents that have taken place. All relevant documentation will be passed on to the Services Manager.
- ◆ The Centre Manager will then dicuss these incidents with the child's parent/carer at the first opportunity in an attempt to find a solution to the problem. The meeting will be confidential.
- ◆ If the situation continues without resolution, the Services Manager will refer to PEACE's Board of Directors, who will then take appropriate action. This could result in the child being barred from PEACE for a period of 1 week.
- ◆ In exceptional circumstances, the services of PEACE Childcare can be permanently withdrawn.
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Child Protection Policy

As we provide childcare we have a responsibility toward the children in our care. If we suspect a child might be abused it is important we seek help to prevent the child suffering and in the long run help the family. If we suspect abuse the following steps should be taken.

1. Details & dates of injury and any other relevant information, any conversation held with parents will be minuted, and a witness should always be present.
2. Contact our Services Manager for advice and support.
3. Telephone the Social Work Department and report our suspicions to the Duty Senior Social Worker.

The Social Work Department will then handle the case, but our involvement will not end there. We may be called to attend a case conference and for the sake of the child, we would be prepared to do this.

Should you not be clear about any of this information please contact PEACE Childcare Ltd for an appointment when you will be able to speak to Catherine Whiteside (Services Manager) at the office at Belford Mill, 16 Brewery Road, Kilmarnock, KA1 3HZ.

Social Work National Helpline No. 0800 022 3222

Complaints Procedure

Should Parents, Carers or children have a complaint about any aspect of the service, there is a procedure in place to deal with these i.e.: -

Stage 1

Should you have a grievance you should first speak to the Centre Manager of the Centre your child attends.

The Centre Manager will try to resolve the grievance as quickly as possible. Should the Centre Manager be unable to resolve the grievance the Services Manager will be informed.

Stage 2

Grievances should be put in writing to the Services Manager, who will acknowledge receipt of any correspondence within 5 working days. A meeting will be organised with the parent/carer and/or child to resolve the grievance and a written response will be made within 28 working days. Should the parent/carer feel the grievance has not been resolved they can appeal in writing to the Board of Director's within 28 working days of receipt of written response. Stage 3 comes into effect.

Stage 3

The Board of Director's will discuss the grievance at a full committee meeting. The Board of Director's decision is final and the parent/carer will be informed of this decision within 5 working days of meeting.

Stage 4

Should the parent/carer feel the grievance is still an issue they can contact Social Care & Social Work Improvement Scotland who regulate and register the Centres on: -

0141 843 6840

or

The Care Inspectorate
4th Floor
1 Smithhills Street
Paisley
PA1 1EB

Health and Safety

Under the Health and Safety at Work Act, PEACE Childcare Ltd has a responsibility for the health and safety of staff and visitors while engaged on the service's business and for the healthy and safety of the children in our care.

Fire Safety

Instructions for evacuation in the event of fire are displayed in the centres. All persons should make themselves acquainted with these. If a fire should break out please follow the fire instructions and an appointed person in charge.

Fire drills are carried out on a monthly basis.

Accidents

In the event of an accident all information will be recorded on accident forms and signed by a member of staff and the parent/guardian.

All members of staff have a duty to report all accidents regardless of how minor it might seem

Each centre has at least one designated fully qualified First Aider

Infectious diseases

If your child has an infectious disease e.g. chicken pox, they must remain at home until the infection period has passed. A fully comprehensive Infection Control Policy is on display in all of our centres.

Equipment

All equipment is checked on a regular basis to ensure it meets with Health and Safety standards. All equipment that is broken or faulty will be disposed of immediately. Staff and children have a duty to report any equipment that is deemed unfit for purpose. All equipment is cleaned on a regular basis.

Blog and Social Networking Policy for Staff and Service Users

PEACE Childcare Limited recognises and accepts that Staff and Service Users may keep personal blogs on the Internet and that social networking sites are a useful way of interacting socially with colleagues, family and friends.

While the organisation does not wish to discourage Staff or Service Users from accessing these sites, it expects certain standards of conduct to be observed to protect both its legitimate business interests and Staff and Service Users from the dangers of inappropriate use.

Staff and Service Users may have your membership on such sites set to friends and family, you are reminded that they can forward the content of your blogs on to others and because you have no control over this process, you are reminded that none of your postings are truly private.

This policy applies both inside and outside the workplace.

PROCEDURE FOR STAFF

Staff must not access their blogs or social networking sites during working hours.

Access using the organisation's IT systems is restricted to official breaks, unless specific permission is granted.

Staff must not post information on a blog or social networking site which is commercially sensitive and/or is confidential to the organisation, its suppliers or customers.

Staff must not make reference on a social networking site to the Organisation, its employees, its customers, partners and suppliers.

Any of the aforementioned parties must not be identifiable from any comments posted on an employee's personal blog.

Staff must not post entries on a blog or social networking site which are derogatory, defamatory, discriminatory or offensive in any way, or which could bring the organisation, its employees, its customers, partners and suppliers into disrepute or is likely to have a negative impact on the reputation of any of these parties.

Where you are a member of social networking sites, you are advised that you must not invite customers to be a friend on such a site or to visit their blog.

You should be aware that blogs and social networking posts may create documents which the courts can order to be disclosed for use in litigation.

Consequently, you will be assumed to have written any contentious items unless you can prove definitively that you have not done so.

The organisation will monitor its IT systems as is deemed necessary in order to prevent inappropriate usage.

Hard copy of blog entries which could include screen shots will be used in any disciplinary proceedings.

DISCIPLINARY ACTION

Employees whose conduct breaches this policy in any way will be subject to disciplinary action in accordance with the organisation's disciplinary procedure up to, and including, dismissal.

Any blog entries or comments on social networking sites made inside or outside the workplace that are defamatory, derogatory, or discriminatory about the organisation, its customers, suppliers or employees will be investigated as gross misconduct.

If substantiated, such conduct may lead to summary dismissal after the due process of the organisation's disciplinary procedure has been followed.

This policy should be read in conjunction with the Equal Opportunity Statement and Positive Work Environment Policy.

PROCEDURE AND POINTS TO NOTE FOR SERVICE USERS

If Service Users have an issue or complaint they will actively be encouraged to follow PEACE Childcare's Complaints Procedure.

- Service Users must not post information on a blog or social networking site which is commercially sensitive and/or is confidential to the organisation, its suppliers or customers.
- Service Users must not post entries on a blog or social networking site which are derogatory, defamatory, discriminatory or offensive in any way, or which could bring the organisation, its employees, its customers, partners and suppliers into disrepute or is likely to have a negative impact on the reputation of any of these parties.

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Hard copy of blog entries which could include screen shots will be used in any disciplinary proceedings.

Data Protection

PEACE Childcare needs to collect and use certain types of information about the Individuals or Service Users who come into contact with PEACE Childcare in order to carry on our work. This personal information must be collected and dealt with appropriately whether is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the Data Protection Act 2018.

This information is contained in our Registration Pack which is our contract with you as a service user and is a **condition of our childcare provision**.

Information and records relating to service users will be stored securely and will only be accessible to authorised staff.

Information will be stored for only as long as it is needed will be disposed of appropriately when you no longer require our service.

If you require further clarification, please contact Catherine Whiteside on 01563 549804