



# **Play Alloa Policy Manual 2023**

Charity Number SCO 23344

Company Number 379003

# Contents

POLICY	Last Chk'd	Page
Absence Management Policy	Nov 2022	3
Anti-Bullying Policy	Nov 2022	7
Behaviour Management Policy	Nov 2022	12
Children in the Workplace	Nov 2022	14
Complaints Policy	Nov 2022	16
Confidentiality Policy (Org & Personal)	Nov 2022	19
Conflict of Interest	Nov 2022	22
Disciplinary & Termination Policy	Nov 2022	24
Duty of Candour Policy	Nov 2022	28
Equal Opportunities Policy	Nov 2022	31
Equality & Diversity Policy	Nov 2022	35
GDPR Policy & Data Protection Audit	Nov 2022	49
Grievance Policy	Nov 2022	49
Health & Safety Policy	Nov 2022	52
Holiday Management Policy	Nov 2022	58
Infection Control Policy	Nov 2022	60
Maternity & Adoption Policy	Nov 2022	63
Norovirus Policy	Nov 2022	69
Parental Involvement Policy	Nov 2022	74
Play Policy	Nov 2022	76
Political Involvement Policy	Nov 2022	80
Recruitment of Ex-Offenders Policy	Nov 2022	83
Recruitment, Selection & Retention of Staff	Nov 2022	85
Redundancy Policy	Nov 2022	87
Referral Policy	Nov 2022	89
Reporting Incidents of Violence Policy	Nov 2022	91
Safeguarding Policy	Nov 2022	93
Secure Handling of PVG Information Policy	Nov 2022	99
Serious Pandemic Policy	Nov 2022	101
Social Media Policy	Nov 2022	107
Social Support Cancellation Policy	Nov 2022	110
Staff Travel and Subsistence Policy	Nov 2022	112
Toileting & Hygiene Policy	Nov 2022	114
Transport Policy	Nov 2022	116
Verbal and Physical Abuse of Staff Policy	Nov 2022	118
Volunteer Policy	Nov 2022	120
Vulnerable Persons Policy	Nov 2022	124
Whistleblowing Policy	Nov 2022	127



# Absence Management Policy

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# Absence Management Policy

## Reporting Protocols – Office Staff

- Inform the Senior Project Manager (07947 495764), HR/Finance Officer (07738 671398) or call the office (01259 721511) before 9.30am on the first day of intended absence. Office hours are 9.30am to 3pm.
- Specify the type of absence i.e. sickness, bereavement, emergency and estimate when they will be back at work.
- Inform colleagues of urgent work that should be carried out in their absence and cannot wait until their return i.e. meetings.
- The SPM or HR Officer will add their absence to Google Calendar.

## Sessional Staff/Session Coordinators

- Sessional Staff should inform their Session Co-ordinator of intended absence. If they cannot contact their SC, call the SSC (Senior Session Coordinator – Angela).
- SC's should inform the HR Officer of the intended absence as soon as possible.
- Specify the type of absence i.e. sickness, bereavement, emergency and estimate when they will be back at work.
- Keep in contact with their SC during the absence if the length of absence is unclear.
- HR will keep in contact if absence exceeds 7 days to ensure relevant self-certification / back to work interview / SSP (if eligible) needs to be managed.
- The SC will add leave (all types) for sessional staff to Google Calendar.
- HR will add leave (all types) for Session Coordinators to the Google Calendar.

## Social Support Staff

- Support Staff should inform the Social Support Development Officer of intended absence as soon as possible. If they cannot contact their SSDO, call SPM or HR Officer.
- Specify the type of absence i.e. sickness, bereavement, emergency and estimate when they will be back at work.
- Keep in contact with their SCC during the absence if the length of absence is unclear.
- HR will keep in contact if absence exceeds 7 days to ensure relevant self-certification / back to work interview / SSP (if eligible) needs to be managed.
- The SSDO will keep a track of all types of leave on Rotacloud.
- HR will add leave (all types) for Social Support Development Officer on Google Calendar.

NB. All Leave will be noted on the Staff Attendance Database.

## Unauthorised Absence

- If a staff member does not attend work without first informing their SC, SSC or HR then it will be classified as an unauthorised absence.
- Repeated unauthorised absences can potentially lead to disciplinary action.

### **Holiday Absence**

- All staff must submit a holiday request two weeks before the date of intended leave.
- Holiday requests must be approved by their Session Co-ordinator AND Social Support Development Officer or HR Officer.
- Social Support staff can request annual leave or unavailability on Rota Cloud for the Social Support Development Officer to approve.
- Approved requests are returned to HR for logging and filing in staff files.
- Further details can be found in the Holiday Management Policy

### **Sickness Absence**

- Staff will report a sickness absence to their Session Co-ordinator, Social Support Development Officer or HR.
- The Line Manager will report this to HR who will monitor the absence.
- If your absence is 7 calendar days or less, a Self-Certificate will be required (An Absence Reporting Form is available from HR and will be completed on a return to work).
- If your absence is expected to last more than 7 calendar days, a fit note from your doctor is required and must be sent to the HR/Finance Manager.
- A fit note is required before SSP (if eligible) can be paid.
- If your fit note is closed (i.e. includes an expected return to work date) you must let HR know as soon as possible if you do not expect to return to work on that date. Further fit note(s) will be required to cover the additional absence and to ensure SSP (if eligible) is paid.
- If the fit note does not specify an expected return to work date, you must continue to supply fit notes as each note expires. You must let HR know as soon as possible when you expect to return to work.
- HR will conduct a back to work interview when sickness absence has exceeded 7 days. The review will consider the health and wellbeing of the employee and decide if any reasonable adjustments need to be made on returning to work.
- Play Alloa will meet Statutory Sick Pay obligation.
- The maximum SSP which can be claimed is 28 weeks in a period or within linked periods.
- A period is the stretch of time that you are incapable to work.
- Linked periods are periods of sick leave where there has been a gap of less than 8 weeks between two periods.
- After 28 weeks of SSP, if the employee is still incapable of work, they will go on unpaid leave or could use holiday entitlement if it is available.
- All absences are recorded and if Session or Social Support Development Officer are concerned about excessive staff absences they will pass this onto HR.

### **Emergency Special Leave**

Emergency Special Leave can be granted at the Senior Project Manager's discretion. Office staff will be granted one paid day of leave and this can be extended at the SPM's discretion in the following circumstances:

- Severe weather
- Domestic emergency
- Family emergency (including childcare or care for dependent relatives)

Emergency Special Leave will be granted in cases where it is not reasonable for the employee to take annual leave or TOIL to cover absence.

### **Advanced Notice Special Leave**

Advanced notice special leave requests will be considered by the Senior Project Manager and can be granted for appointments that the staff member has little or no control over:

- Hospital and Outpatients appointments if the employee is undertaking a course of treatment.

Routine and non-emergency doctor and dental appointments must be made in the employee's own time. If the appointment must be in normal work time, the staff member must use leave or TOIL. If no leave or TOIL exists then an employee must make up the hours or take it unpaid.

### **Compassionate Leave**

Compassionate Leave will be granted in the case of the death of a dependant. A dependant is classed as a:

- A partner
- A child
- A parent
- Someone else who relied on the employee.

The length of compassionate leave must be reasonable and while there is no legal right for employees to be paid during this time, paid time off will be granted at the Senior Project Manager's discretion.

### **Unpaid Leave**

Unpaid leave will only be granted in exceptional circumstances. Applications for unpaid leave must be submitted in writing to HR and will be considered by the Senior Project Manager and Staffing Sub Group.



# **Anti-Bullying and Harassment Policy**

Charity Number SCO 23344

Company Number 379003

## **Anti-Bullying and Harassment Policy**

Play Alloa seeks to provide a work environment that is safe and enjoyable for all.

Workplace bullying has a detrimental effect on Play Alloa and its people. It can create an unsafe working environment, result in a loss of trained and talented workers, cause the breakdown of teams and individual relationships, increase absenteeism and reduce efficiency and productivity. People who are bullied can become distressed, anxious, withdrawn and can lose self-esteem and self-confidence. Workplace bullying is also in some circumstances against the law. For these reasons, bullying will not be tolerated by Play Alloa.

Play Alloa recognises that workplace bullying may involve comments and behaviours that offend some people and not others. It accepts that individuals may react differently to certain comments and behaviour. That is why a minimum standard of behaviour is required of workers. This standard aims to be respectful of all workers.

Play Alloa recognises that workplace bullying can take place through a number of different methods of communication including face to face, email, text messaging and social media platforms. As such, this Policy applies to all methods of communication through which workplace bullying can take place.

This Policy applies to behaviours that occur:

- In connection with work, even if it occurs outside normal working hours;
- During work activities, for example, when dealing with service users;
- At work related events and functions, for example, at Christmas parties; and
- On social media platforms where workers interact.

This Policy applies to all workers including employees and volunteers. To the extent that this policy describes benefits and entitlements for employees (i.e. those additional to those set out under legislation), they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment that are intended to be contractual are set out in an employee's written employment contract. The Company may unilaterally introduce, vary, remove or replace this policy at any time.

### **What is Workplace Bullying?**

Workplace bullying occurs when an individual, or a group of individuals, repeatedly behaves unreasonably towards a worker, or a group of workers, and the behaviour creates a risk to health and safety. It includes both physical and psychological abuse. Bullying behaviours can take many different forms, from the obvious (direct) to the more subtle (indirect). The following are some examples of direct bullying:



- Abusive, insulting or offensive language or comments; Violent, aggressive or intimidating conduct;
- Belittling or humiliating comments; Victimisation; and
- Practical jokes or initiation.

The following are some examples of indirect bullying:

- Unjustified criticism or complaints;
- Deliberately excluding someone from work-related activities; Withholding information that is vital for effective work performance; Setting unreasonable timelines or constantly changing deadlines;
- Setting tasks that are unreasonably below or beyond a person's skill level;
- Denying access to information, supervision, consultation or resources to the detriment of the worker; Spreading misinformation or malicious rumours; and
- Changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

The above examples are not an exhaustive list of bullying behaviours. They are indicative of the type of behaviours that may constitute bullying and are therefore unacceptable to Play Alloo. If you are unsure whether behaviour not provided on this list constitutes bullying you should contact your HR Manager or Senior Project Manager in the first instance.

### **What is not Workplace Bullying?**

Reasonable management action taken by managers or supervisors to direct and control the way work is carried out is not considered to be workplace bullying, if the action is taken in a reasonable and lawful way.

The following are some examples of reasonable management action:

- Realistic and achievable performance goals, standards and deadlines;
- Fair and appropriate rostering and allocation of working hours;
- Deciding not to select a worker for a promotion where a fair and transparent process is followed;
- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way;
- Informing a worker about unreasonable behaviour in an objective and confidential way;
- Implementing organisational changes or restructuring;
- Taking disciplinary action, including suspension or terminating employment where appropriate or justified in the circumstances.

## **Other Unacceptable Conduct**

Single incidents of unreasonable behaviour (such as harassment, violence or threatening behaviour) can also present a risk to health and safety and will not be tolerated.

Harassment is considered to be any form of behaviour that is:

- Unwanted;
- Offends, humiliates or intimidates;
- Creates a hostile environment.

Where such conduct occurs towards a person due to a particular characteristic of that person (such as when based on sex, sexual orientation, pregnancy, marital status, age, disability, ethnicity or race,) this may be unlawful under discrimination and equal opportunity law, even if it is limited to a single incident. For example, sexual harassment is unlawful even where it is not repeated conduct. All workers are required to comply with Play Alloa's Equality and Diversity Policy which provides further guidance in this area.

The Company will also not tolerate any form of workplace violence. Workplace violence is considered to be any incident where a person is physically attacked or threatened in the workplace, whether this is directed to a co-worker, service user, parent/carer, or visitor. It includes (but is not limited to):

- Any type of direct physical contact such as punching, pushing, tripping, spitting or blocking of someone's way;
- Any form of unwanted physical contact.

## **Managers and Session Co-ordinators Role**

Managers and Session Co-ordinators have an important role to play in terms of fostering a culture that does not tolerate or encourage harassment, bullying or workplace violence and should ensure that they do not engage in any conduct of this nature themselves.

Managers and Session Co-ordinators should also ensure that workers understand this Policy and consequences of non-compliance. When managers and session co-ordinators observe harassment, bullying or workplace violence occurring, they should take steps to prevent this conduct from continuing and warn the person or people involved of the consequences if the behaviour continues (including disciplinary measures up to and including termination of employment).

Managers and session co-ordinators must also treat all grievances raised by workers in accordance with Play Alloa's Grievance Handling Policy.

## **Worker's Role**

The Company expects workers:

- Not to engage in harassment, bullying or workplace violence;
- Not to aid, abet or encourage others to engage in harassment, bullying or workplace violence;  
To behave in a responsible and professional manner;
- Treat others in the workplace with courtesy and respect;
- Listen and respond appropriately to the views and concerns of others; and to be fair and honest in their dealings with others.

## **What to do if you experience bullying, harassment or are being subject to violence**

Complaints of bullying, harassment and workplace violence will be taken seriously and will be handled in accordance with Play Alloa's Grievance Handling Policy.

If you make a complaint of workplace bullying, harassment or violence it will be taken seriously and will be dealt with sympathetically and in a confidential manner (except where the Company deems it is necessary to disclose information in order to properly deal with the complaint). You will not be victimised or treated unfairly for making a complaint. If the claim is found to be substantiated, the Company will act in accordance with its Disciplinary & Termination Policy.

Please note that any worker found to have fabricated a complaint may be subject to disciplinary action under the Disciplinary & Termination Policy, up to and including termination of employment.

## **Other Measures**

Play Alloa also recognises the need for open communication in the workplace. The Company may implement what training it considers necessary in relation to behavioural standards and where appropriate will hold meetings to address standards, expectations and any issues. The frequency, dates and form of this training and meetings will be determined by management of the Company.

## **More Information**

If you need any more information about workplace bullying, harassment, or violence please see your HR Manager.

## **OTHER POLICIES**

Employees are encouraged to read this policy in conjunction with other relevant Company policies, including: Code of Conduct, Equality and Diversity Policy, Grievance Handling Policy and Discipline & Termination Policy.



# **Behaviour Management Policy**

Charity Number SCO 23344

Company Number 379003

## Behaviour Management Policy

For any group to function effectively there must be an understanding of what is generally acceptable in terms of behaviour.

Play Alloa recognises it has a duty to safeguard the wellbeing of all its users. Play Alloa aims to provide a safe stimulating environment in which children's / young person's potential for learning and development is at its best. The purpose of the session is to enable all children / young people to flourish.

We also recognise that Service Users of Play Alloa can find rules difficult. Therefore there are no set community/session rules within Play Alloa, simply an understanding of what is socially acceptable.

By promoting good behaviour, valuing co-operation and having a caring attitude Play Alloa aims to help children / young people develop a sense of responsibility and well being for themselves and others.

Play Alloa aims to treat everyone as an individual whilst encouraging self awareness and an appreciation of how an individual's actions affect others. With this in mind Play Alloa will:

- Encourage all adults to provide positive role models by showing consideration, good manners and respect to and for others, including the children / young people
- Praise and encourage behavioural progress and good choices
- Observe and monitor behaviour, making efforts to recognise rising anxieties and help the service user to deal with these anxieties
- Provide opportunities for individual freedom, self expression and exploration without threatening the enjoyment of others
- Help the children / young people to develop a good self-image and acquire self-discipline
- Deal sensitively with anyone who acts inappropriately
- Discuss behaviour with parents and carers in a positive, non-judgemental way

Play Alloa recognises that sometimes, despite all the best efforts of staff and helpers, children will behave in an inappropriate way. Our approach is as follows:

- Monitoring rising anxieties
- Distraction: eg. redirecting the child to another activity
- Removing a child or young person from the scene for a short period of time or removing the other children in order to give the child space
- Allowing the child to calm down in a non-judgmental way
- Allowing the child to discuss the situation and come up with suggestions for how to avoid the flare up in the future

Once an incident has been dealt with, staff will help the child, or young person, to reintegrate positively with the group and the people involved.

Children and young people will **never** be smacked, shaken, humiliated, ridiculed, isolated, threatened or made to feel unwanted or undervalued by any adult whilst in the care of Play Alloa.

Children / young people will not be physically restrained unless by not doing so would put the child / young person in danger. When a child or young person's behaviour is giving concern, Play Alloa will make every effort to understand why a child / young person is acting that way and will consult with the parents or carers to identify ways in which the child / young person can be supported. Play Alloa recognises the sensitivity and confidentiality of information shared with parents / carers. Confidentiality of information will be respected.

If a staff member is physically hurt by a service user during a session or social support shift, they will report this to their Session Co-ordinator or Social Support Co-ordinator who will inform the SPM/HR. Discussions will be held with the parent/ carer and social work (if relevant) to determine the best course of action to support the service user, while ensuring the future safety of the staff member.



# **Children in the Workplace Policy**

Charity Number SCO 23344

Company Number 379003

## Children in the Workplace

Having children in the workplace is not safe from a health and safety or a confidentiality perspective. In addition, children can disrupt the staff and make it difficult for Play Alloa to perform effectively. This has been observed by board members on a number of occasions.

Whilst Play Alloa is a family friendly employer and we have policies in place to help staff to manage their life/work balance, it is the responsibility of staff with children to manage their childcare and to make arrangements to enable their children to be looked after away from the workplace when they are required to work.

- Children must not be in Play Alloa during working hours unless they are enrolled in and participating in a group or 1-2-1 session as a service user.
- Children of staff (unless they are service users or official volunteers in the group in question) must not attend groups or group outings.
- If any staff member has childcare issues, they can request special leave in emergency situations, otherwise they must use leave and/or TOIL to manage their childcare responsibilities.

Failure to follow these procedures may result in disciplinary action.  
Thank you for your co-operation in this matter.

Signed:  
Eileen McMurdo  
Board Member



Signed:  
Robin Taylor  
Board Member



Play Alloa Board Members



## **Complaints Policy**

Charity Number SCO 23344

Company Number 379003



## **Complaints Procedure**

Play Alloa is committed to a quality service to all members. It aims to take effective action to ensure standards are upheld and welcomes being informed where they have not been satisfactory. Play Alloa believes a complaint procedure can contribute to the quality and effectiveness of the service. This policy document sets out a procedure for parents, carers, children and adults (hereafter known as the complainant) to complain about any aspect of the group. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interest of the complainant that complaints are dealt with fairly and confidentially.

### **What is a complaint?**

A complaint is anything that a complainant wishes to call a complaint. This can be about any aspect of the group. As there is no strict definition of what constitutes a complaint, if there is any doubt, the complainant will be asked directly if he/she is making a complaint.

### **Open Access**

Whatever the circumstances, staff and / or directors will have a duty to inform the complainant of their right to complain, including the right to appeal.

- The complaint will be fully investigated and acted upon.
- A complaint will always have a response.
- No member of staff or director will be a judge in his/her own case.

Staff and directors have the assurance that at all stages of the procedure they will be allowed to put their side of the case.

### **Swift resolution of the complaint**

Play Alloa shall, within 28 days after the date on which the complaint is made, or shorter period as may be reasonably in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken. Delays will be avoided and times stated for dealing with complaints will be regarded as a maximum. If delays are unavoidable then the complainant will be informed of the delay, the reason for it and the revised timings. It should be remembered, however, that while responding to a complaint it will be a matter of priority. It will not be at the expense of the need for understanding and fairness.

### **Appeals process**

When a complaint is made, all persons concerned will be made aware that there is an appeals process. A parent, carer, child or young person has the right to appeal if they are unhappy with the outcome of their complaint.

### **Opportunities for representation**

The complainant will have the right to have the assistance of a friend, relative or representative to give support at different stages of the complaint procedure.

### **Complaints process**

How to make a complaint:

Complaints can be made to Play Alloa staff or directors. There are two ways in which this can be made and heard; formally and informally

#### **Informally**

The initial approach by the complainant may be on an informal basis. The staff or directors will listen carefully and after discussing the situation with the complainant they should agree whether the matter:

- Has been resolved satisfactorily
- Needs further investigation; if this is required the complaint should be resolved within 21 days.
- Should move to the formal complaints process

The staff or directors will agree the course of action with the complainant and carry it out. When an informal approach is adopted the complainant should be kept informed by the relevant staff or director.

If the complainant is unsatisfied with the outcome the process will move to more formal procedures.

### **Formally**

**Stage 1:** If the complainant wishes to make use of the formal procedures, then he/she should:

- Put the concern or complaint in writing to the chairperson of the board of directors. The receipt of this letter should be acknowledged within 10 days.
- Request a meeting with the chairperson of the board of directors
- At the meeting have a friend, partner or representative present.

The complaint will be investigated and a responded to within a further ten working days. A confidential written record of the meeting will be made and actions agreed will be noted. Most problems should be sorted out at this stage; if not then the appeals process will be followed.

### **Appeals process**

**Stage 2:** If the complainant is not satisfied that the problem has been resolved, they should contact the same person the original complaint was sent to again in writing. If the complainant and the group cannot reach agreement, an external mediator, acceptable to both sides, will be invited to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will;

- Help to define the problem
- Review the actions
- Suggest further ways which might resolve it
- Meet with the group if requested
- Keep an agreed written record of any meetings held and the action given
- Keep all discussions confidential

In certain circumstances it may be necessary to involve the local authority/SSSC if;

- A service user appears to be at risk of any kind or has been harmed (accidentally or on purpose by a member of staff)

In this case the complainant and the group will be informed.



## **Confidentiality Policy**

Charity Number SCO 23344

Company Number 379003

## Confidentiality Policy

This policy exists to protect our service users, families and staff, and to ensure that everyone using the service is absolutely clear about issues of confidentiality and what the procedures and routines are in respect of this matter. Underpinning the policy is the service provider's recognition that the safety and well-being of children, young people and families is of paramount importance, as is respect for the privacy of those involved in the service.

### Working with children, young people and families

Play Alloa recognises that its work with children, young people and families sometimes involves staff and board members dealing with confidential information. All information, verbal or written provided by parents or carers will be treated confidentially and will not be disclosed to a third party without the consent of the parents or guardians, unless it is a child protection issue.

In respect of recorded information:

- Parents or carers will be informed of records being kept on their child
- Parents or carers will have access to their child's records only
- Children's records will be kept in individual files and stored securely in a locked cabinet
- Records will be available at each session but will only be accessed by specific personnel
- Directors, staff and volunteers will not talk publically about matters relating to the children and their families.
- Staff will not discuss service users, other than for the service user's development and service development purpose, with any other person without the parents or guardians knowledge and consent, unless it is a child protection / vulnerable adult matter.

Play Alloa is aware that abuse does occur in society. It recognises that it has a prime responsibility to ensure the safety and well-being of service users and has a duty to report any suspicion of abuse to the local authority.

Any evidence relating to a service user's personal safety will be kept in a separate secure confidential file. Contents of this file will be open only to specific personnel / agencies.

Only the Senior Project Manager and session co-ordinators will have access to the service user's information. Only the Senior Project Manager will have access to service user's information which is being held separately in relation to a service user's safety.

Each service user's personal records concerning information relating to, for example medical matters, child protection matters, vulnerable adult matters, additional support needs will be retained for a ten year period and safely disposed of by shredding, pulping or burning. In collecting, holding and processing personal data the group complies with current Data Protection rules and guidance.

It is not the responsibility of staff to investigate a suspected case of abuse. Discussing suspicions with parents may destroy any evidence and any chance of a successful investigation. It is important to recognise that, whilst this information is confidential, it is essential to discuss this with a session co-ordinator and/or the Senior Project Manager.

This is good practice and parents should be informed of the potential necessity to discuss their child's welfare in this matter from the outset of the service user's Play Alloa experience. A statement to this effect should be included in the group's 'Parents Handbook' and parents should be asked to sign to state that they have read and understood this.

### Employer / Employee Relationship

All issues regarding the employment and management of staff are confidential to the people directly involved, this is, the staff member and those involved with making personnel decisions.

As a responsible employer the service recognises that holding certain information could amount to an intrusion into an employee's privacy. It ensures that an individual's personnel record contains only relevant information and that it is stored securely.

In collecting, holding and processing personal data the group complies with current Data Protection rules and guidance.

### **Confidentiality of Employee Information**

The group will ensure that:

- Individual records are kept for each staff member in a confidential personnel file – an additional employee’s personnel record contains only relevant information and that it is safeguarded, securely stored and safely disposed of by burning, pulping or shredding as the need arises.
- Staff have access to their own personal records.
- Files are kept securely by the Senior Project Manager
- Staff personal details will not be passed to another person without their prior knowledge and consent
- The employer (Play Alloa Management Board) will not talk publically about:
  - An individual’s work performance
  - Terms and conditions of employment for individual members of staff
  - Disciplinary or grievance matters brought to their attention
- Other staff will not talk openly about:
  - The work performance of their colleagues
  - Disciplinary or grievance proceedings they are involved in

Any breach of the procedures and routines specified in this policy document will be investigated and will result in disciplinary action being taken if a staff member is involved.

### **Social Media Policy**

Please note Play Alloa has its own Social Media Policy.



## **Conflict of Interest Policy**

Charity Number SCO 23344

Company Number 379003

## Policy

All staff, volunteers, and management committee members of Play Alloa will strive to avoid any conflict of interest between the interests of the organisation on the one hand, and personal, professional, and business interests on the other. This includes avoiding actual conflicts of interest as well as the perception of conflicts of interest.

The purposes of this policy is to protect the integrity of Play Alloa's decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of staff, volunteers and board members.

Examples of conflicts of interest include:

- A board member who is also a service user who must decide whether fees from users should be increased.
- A board member who is related to a member of staff and there is decision to be taken on staff pay and/or conditions.
- A board member who is also on the committee of another organisation that is competing for the same funding.
- A board member who has shares in a business that may be awarded a contract to do work or provide services for the organisation.

Upon appointment each board member will make a full, written disclosure of interests, such as relationships, and posts held, that could potentially result in a conflict of interest. This written disclosure will be kept on file and will be updated as appropriate.

In the course of meetings or activities, board members will disclose any interests in a transaction or decision where there may be a conflict between Play Alloa's best interests and the board members best interests or a conflict between the best interests of two organisations that the board members is involved with.

If there is a disclosure of a conflict of interest:

- A board member may be asked to leave the room for the discussion and may not be able to take part in the decision depending on the judgement of the other board members present at the time.

Any such disclosure and the subsequent actions taken will be noted in the minutes.

This policy is meant to supplement good judgment, and staff, volunteers and the board members should respect its spirit as well as its wording.



## **Disciplinary & Termination Policy**

Charity Number SCO 23344  
Company Number 379003



## Disciplinary Procedure

It is recognised that discipline is essential in any group for the safety and well-being of all employees. In accepting this, it is equally recognised that disciplinary action be considered and applied fairly and equitably. The management board shall be responsible for the management and discipline of all staff, and shall have the right to suspend, dismiss, withhold an annual increment from, or reduce the grading of employees, subject to their right of appeal against disciplinary action in the manner provided below.

It is the right of the organisation to start the disciplinary process at whatever stage is felt appropriate due to the severity of the incident/issue, and may initiate a suspension for a temporary period, with or without pay, pending investigation, *prior to a formal disciplinary process beginning*.

If the disciplinary process is required it should be noted at all times that this is a formal process. Accurate and confidential records must be kept. At all stages of the process employees **must be notified in writing** of the fact that the proposed meetings/discussions are part of a formal disciplinary process.

Where employees are invited to attend meetings within the investigation or disciplinary process, they have the right to be accompanied by a friend, colleague, legal advisor or Trade Union representative from a recognised Trade Union.

Play Alloo recognise the following unions as suitable representatives for its employees:

- Unison
- Transport and General Workers

Representation from any other union must be agreed and will be considered on request.

### Pre-Stage 1: Staff Concern Form

If there is a concern relating to a staff member in Session, a Staff Concern Form must be completed. A decision will be taken by the Senior Project Manager / HR Officer (with Session Coordinator/Board input) as to what the response to the concerns should be. Session Coordinators are responsible for maintaining these records. If the concern is out with sessions this process reverts directly to the HR Officer / Senior Project Manager.

### Stage 1: Verbal Warning

If an employee's conduct or performance does not meet the acceptable standards, he/she will be interviewed by the HR Officer and given an opportunity to discuss the area of concern. If the outcome of the discussions is not satisfactory a verbal warning will be given. A note of the area of concern and the fact that a verbal warning has been given will be signed by the employee and the HR Officer. This note will be attached to the personnel file.

A verbal warning will be held on record for no longer than 6 months and a date will be agreed for a review meeting to consider next steps.

If at the review date, the HR Officer considers the employee to have addressed the areas of concern satisfactorily, the verbal warning will be removed from their records.

### Stage 2: Written Warning

A written warning may be given where a verbal warning is not considered appropriate or where, at the review date the HR Officer considers there has not been the necessary improvement. The matter will be further discussed and there may then be a written warning given, giving:

- The nature of the misconduct or unsatisfactory performance.
- The reasons for the action taken.
- An improvement plan detailing the improvements that must take place.
- A date for a further review within 6 months agreed.

The employee will be asked to sign a duplicate of this warning and improvement plan which will be placed in the personnel file and held on record for no longer than 6 months.

### **Stage 3: Final Written Warning**

Where a stage 1 or 2 warning is not considered appropriate or if at the agreed stage 2 review date there is still insufficient improvement in the employee's conduct/performance the HR Officer will discuss further with the employee. This discussion and further plans for improvement will be agreed, recorded and a copy given to the employee.

A shorter time period will be agreed to review progress.

The employee will be asked to sign a duplicate of this warning and improvement plan which will be placed in the personnel file until the agreed review date when next steps will be considered. It must be made clear to the employee that lack of improvement by the date set for review may result in dismissal.

At the review date, the HR Officer will consider whether to refer to the Senior Project Manager / HR Sub Group for dismissal or, in rare circumstances, extend the review period.

The Senior Project Manager, in consultation with the HR Sub Group, may decide to leave the final written warning on the employee's record for up to 12 months.

### **Stage 4: Dismissal**

Where stage 1 to 3 above are not appropriate due to gross misconduct, the gross misconduct process below will apply.

Lack of improvement in conduct/performance at stage 3 will lead to a referral to the Senior Project Manager. The Senior Project Manager will forward a report detailing all the action agreed and taken, including copies of the warnings given and improvement plans agreed to the HR Sub Group. The HR Sub Group, in consultation with the Senior Project Manager will consider the evidence and take appropriate action which may result in dismissal with or without further notice as appropriate.

### **Gross Misconduct**

If an allegation of gross misconduct is made, the process will differ as follows:

An employee who is alleged to have committed gross misconduct will normally be suspended from duty immediately on full pay pending an investigation. The investigation should be completed within one month of the alleged offence. The result of such an investigation may lead to disciplinary action up to and including dismissal.

The types of misconduct which may lead to warning, summary suspension or dismissal shall include, but not necessarily be limited to:

- Consistent poor timekeeping.
- Unauthorised absence.
- Aggressive/Racist/Homophobic language, physical, psychological or emotional assault.
- Wilful damage by the employee or to which the employee is party.
- Attendance at work in an unfit condition because of alcohol or drugs.

- Theft of property or monies by the employee, or to which the employee is party, fraud or deliberate falsification of records
- The commission of an indictable criminal offence.
- Serious negligence which causes unacceptable loss, damage or injury.
- Serious act of insubordination.
- Unauthorised entry to computer records.
- Serious professional malpractice liable to bring Play Alloa into disrepute.

### **Appeal**

If an employee feels that any disciplinary action taken at Stage 1, 2 or 3 is unfair, he/she can appeal in writing within 7 days to the Senior Project Manager whose decision shall be final.

If an employee feels that disciplinary action taken against him or her at Stage 4 is unfair, he or she can appeal to the Board. Again, the appeal must be made in writing within 7 days of the decision.

During an appeal, the HR Sub Group or Board Members considering the appeal will decide whether a hearing is required and can request any further information or evidence as they deem necessary to make a decision.

At the appeal any disciplinary penalty imposed will be reviewed. The Board's decision is final.

### **Investigation**

An investigation will consist of gathering information relating to the concern eg. Testimonies from colleagues, reports from Colleagues/SU/Parent/Carer (if appropriate) in order to assess if disciplinary action is required. Staff 'may' be suspended from work (in part or entirely) until an investigation has concluded and will be informed in writing of this and be given a date for an update on the investigation process.



## **Duty of Candour Policy**

Charity Number SCO 23344

Company Number 379003

# Play Alloa Duty of Candour Policy

## Duty of Candour Policy Policy Statement

This policy sets out the approach of the Play Alloa service to meeting its statutory requirements to be open and transparent with its service users if it makes mistakes when providing care and treatment that result in their suffering moderate or serious harm. These situations must, and will, be notified to the Care Inspectorate/SSSC.

## What is the Duty of Candour?

Play Alloa understands that it must always act in an open and transparent way with service users and the people closely involved in their care. This is reflected in our Statement of Purpose and our Leadership and Management policy and in all of the service's relationships with its users and others involved in their care and treatment.

Play Alloa understands that it owes a duty of candour particularly when things go wrong with service users' care and treatment. Thus, it recognises that whenever an incident has occurred, which must be notified to the Care Inspectorate/SSSC, it must also carry out the following actions.

The registered person, registered manager or a suitable person in authority acting on behalf of the registered person or registered provider will:

- be open with the service user and other relevant persons about the incident
- provide suitable support to the service user and others affected by the incident
- explain directly and in person to the service user and / or their representatives exactly what has happened
- apologise, for example express sorrow and regret for what has happened
- say what is being done to investigate and learn the lessons from what has happened and further actions that might be taken
- undertake to put in writing what has happened and the apology
- keep full records of the incident, including all associated correspondence and the actions that have been taken to carry out the duty of candour with the service user and / or representatives. Where the person has given consent to their care and support, the above actions will be directed at them personally and to others with their agreement. Where the person has been unable to give their consent to their care because of mental incapacity the actions will be followed through communication with their lawful representatives with the expectation that the service user will be involved as much as possible.

The service understands that the incidents to which a specific duty of candour is owed (as opposed to the general duty to act openly and transparently) include unintended or unexpected incidents that might occur in the delivery of the care service that:

**(1) 'in the reasonable opinion of a health care professional' appears to have resulted in:**

1. the death of the service user, where the death relates directly to the incident rather than to the natural course of the service user's illness or underlying condition
2. an impairment of the sensory, motor or intellectual functions of the service user which has lasted, or is likely to last, for a continuous period of at least 28 days
3. changes to the structure of the service user's body
4. the service user experiencing prolonged pain or prolonged psychological harm
5. the shortening of the life expectancy of the service user

**(2) requires treatment by a health care professional in order to prevent:**

1. the death of the service user
2. any injury to the service user which, if left untreated, would lead to one or more of the outcomes" described above.

### **Training Staff**

Training covers the service ethos of openness and transparency, individual responsibilities to act in open and transparent ways and the procedures which the service will follow in exercising its duty of candour following incidents that fall within its scope.

Play Alloa will review and amend as necessary this duty of candour policy in the light of any experiences of having to apply it and Care Inspectorate/SSSC guidance.



## **Equal Opportunities Policy**

Charity Number SCO 23344

Company Number 379003

## **Equal Opportunities Policy**

Play Alloa is committed to helping provide equality of opportunity for all children, young people and families. This policy demonstrates that Play Alloa is committed to providing and maintaining equality of opportunity for all children, young people, parents and carers within the group, and committed to reflecting the needs of members and future members of Play Alloa and the wider community.

### **Advertising the Group**

Play Alloa will ensure that everyone in the community has access to information about the group. This will be done by informing other agencies including the local health visitor, SWD, Transition Workers (Education) etc. about Play Alloa so that the information can be passed on to parents and carers.

Information posters will be displayed in local doctors' surgeries, post office, library, shops etc., in the language appropriate to the community when possible.

### **Staff/Volunteer Recruitment**

Advertisements will be in the language appropriate to the community, when possible. Advertisements will be placed externally on Facebook and with a recruitment agency.

Each applicant will have a copy of relevant information and will be treated as an individual in compliance with current employment legislation. Play Alloa will treat all applicants fairly and the best person for each job will be appointed.

Only questions relevant to the job will be asked. Each candidate will be asked broadly the same questions. A welcoming and professional approach to interviews will be ensured.

Commitment to implementing Play Alloa's Equal Opportunities Policy will form part of the job description for all workers.

Age positive practices will be adopted by the management group. Recruitment, training, promotion and retiral of staff will not be done on the basis of age unless it can be objectively justified. The legislation covers young and old alike throughout their working lives.

### **Admission**

Play Alloa will be open to every family in the community with additional support needs. The individual needs of each child, young person and family wishing to join Play Alloa will be considered.

The waiting list will be operated flexibly and not on a first come first served basis. Children / young people need not attend every session. Play Alloa will be flexible in providing sessions to suit the majority of parents, carers, children and young people.

Whenever possible, the child's / young person's first language will be used and the use of other languages will be encouraged, as appropriate.

### **Parents Role in Play Alloa**



Play Alloa will encourage the involvement of parents and carers by making them welcome and by respecting the differences in families, their language and culture, and by encouraging them to contribute in whatever way they can.

### **Annual General Meetings**

The time, place and manner in which meetings are conducted will ensure that all families are enabled to attend, contribute and have an equal opportunity to be involved in the running of the group.

### **Children / young people in Play Alloa**

All children / young people will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment will offer children and young people opportunities to develop in an environment which is free from prejudice and discrimination. Opportunities to experience other cultures, languages and celebrations will be included in the program. Opportunities will be given to children / young people to explore, acknowledge and value, similarities, and differences between themselves and others.

### **Festivals**

The aim of Play Alloa is to show respectful awareness of all the major events in the lives of the children, young people and families of Play Alloa, and in our society as a whole, and to welcome the diversity of backgrounds from which they come. In order to achieve this, Play Alloa aims to acknowledge all the festivals which are celebrated in our area and / or by the families involved in Play Alloa.

Without indoctrination in any specific faith, children and young people will be made aware of the festivals which are being celebrated by their families or others and will be introduced where appropriate to the stories behind the festivals.

- Before introducing a festival with which adults in the group are not familiar, appropriate advice will be sought from people to whom the festival is familiar. Families who celebrate these festivals, will be invited to share their experiences with the rest of the group.
- Children and young people will be encouraged to welcome a range of different festivals, together with the stories, celebrations, food and clothing they involve, as part of the diversity of life.

### **Language**

Any information, written or spoken, will be clearly communicated in as many different languages as possible and within our capabilities.

### **Food**

Medical, cultural and dietary requirements will be met.

### **Resources**

Play Alloa will regularly check its books, posters and other resources to ensure that they reflect a multi-racial society, positively and acutely. Boys and girls will have the opportunity to use, and be actively encouraged to use all activities.

### **Additional Support Needs**

Play Alloa recognises the wide range of additional support needs of children, young people and families in the community and will play its part in meeting these needs. Planning for group meetings will always take into account the needs of people with additional support needs / disabilities.

### **Discriminatory Behaviour / Remarks**

These are completely unacceptable in Play Alloa. All parents, carers and staff will be encouraged to understand the effects of stereotyping and discrimination.

Discriminatory remarks which are sexist, racist or which reinforce stereotypes will be challenged. The response will aim to be sensitive and supportive of the feelings of the victim (s) and to help those responsible to understand and overcome their prejudices.

Staff making discriminatory remarks / behaviour will be referred to the Organisation's Disciplinary Procedure.



## **Equality and Diversity Policy**

Charity Number SCO 23344

Company Number 379003

## Equality and Diversity Policy

Play Alloa is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our service users and for each employee to feel respected and able to give their best.

Play Alloa, in providing services and facilities is also committed against unlawful discrimination of services users, their families or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

Play Alloa commits to:

- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- This commitment includes training managers and all other senior employees about the rights and responsibilities of all staff under the equality and diversity policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.
- All staff should understand they, as well as Play Alloa, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, service users, families and the public

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, service users, families and the public and any others in the course of the organisation's work activities.
- Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.
- Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.
- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of Play Alloa
- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.
- Monitoring will also include assessing (as part of our Annual Evaluation) how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

The equality, diversity and inclusion policy is fully supported by senior management and has been agreed with the Board of Directors.

Details of the organisation's grievance and disciplinary policies and procedures can be found on the Play Alloa website. This includes with whom an employee should raise a grievance, which is either the Senior Project Manager or the Human Resources Manager.

Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.



## **GDPR Policy**

Charity Number SCO 23344  
Company Number 379003

## 1 Overview

- 1.1 Play Alloa takes the security and privacy of your data seriously. We need to gather and use information or 'data' about you as part of our business and to manage our relationship with you. We intend to comply with our legal obligations under the **Data Protection Act 2018** (the '2018 Act') and the **EU General Data Protection Regulation** ('GDPR') in respect of data privacy and security. We have a duty to notify you of the information contained in this policy.
- 1.2 The Company has separate policies and privacy notices in place in respect of job applicants, customers, suppliers and other categories of data subject. A copy of these can be obtained from the Play Alloa Office/Website.
- 1.3 The Company has additional measures in place to protect the security of your data in accordance with our Confidentiality Policy, Secure Handling of PVG Policy, and Social Media Policy etc. A copy of these can be obtained from the Play Alloa Office/Website.
- 1.4 The company will hold data in accordance with this Policy. We will only hold data for as long as necessary for the purposes for which we collected it.
- 1.5 Play Alloa is a '**data controller**' for the purposes of your personal data. This means that we determine the purpose and means of the processing of your personal data.
- 1.6 This policy explains how Play Alloa will hold and process your information. It explains your rights as a data subject.

## 2 Data Protection Principles

2.1 Play Alloa will process personal data in accordance with the six '**Data Protection Principles**.' It will:

- be processed fairly, lawfully and transparently;
- be collected and processed only for specified, explicit and legitimate purposes;
- be adequate, relevant and limited to what is necessary for the purposes for which it is processed;
- be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay;
- not be kept for longer than is necessary for the purposes for which it is processed; and
- be processed securely.

We are accountable for these principles and must be able to show that we are compliant.

### 3 Your personal data – what is it?

#### How we define personal data

- 3.1 **‘Personal data’** means information which relates to a living person who can be **identified** from that data (a **‘data subject’**) on its own, or when taken together with other information which is likely to come into Play Alloa’s possession. It includes any expression of opinion about the person and an indication of the intentions of us or others, in respect of that person. It does not include anonymised data. The processing of personal data is governed by [the General Data Protection Regulation 2016/679 (the “GDPR”)]
- 3.2 This policy applies to all personal data whether it is stored electronically, on paper or on other materials.
- 3.3 This personal data might be provided to us by an individual, or someone else, or it could be created by us. It could be provided or created during the recruitment process or during the course of the contract of employment (or services) or after its termination. It could be provided during registration for services. It could be created by your manager or other colleagues.
- 3.4 We will collect **personal data** as follows:

#### **3.4.1 We will collect/use the following types of personal data about staff:**

- recruitment information such as application form and CV, references, qualifications and membership of any professional bodies and details of any pre-employment assessments;
- contact details and date of birth;
- the contact details for emergency contacts;
- information about contract of employment (or services) including start and end dates of employment, role and location, working hours, details of promotion, salary (including details of previous remuneration), pension, benefits and holiday entitlement;
- bank details and information in relation to tax status including national insurance number;
- identification documents including passport and driving licence and information in relation to immigration status and right to work for us;
- information relating to disciplinary or grievance investigations and proceedings (whether or not an individual is the main subject of those proceedings);
- information relating to performance and behaviour at work;
- training records;
- images (whether captured on CCTV, by photograph or video);
- PVG registration number



- Any other category of personal data which we may notify an individual of from time to time.

### **3.4.2 We will collect/use the following types of personal data about volunteers:**

- recruitment information such as application form and CV, references, qualifications and membership of any professional bodies and details of any pre-employment assessments;
- contact details and date of birth;
- the contact details for emergency contacts;
- identification documents including passport and driving licence and information in relation to immigration status and right to work for us;
- information relating to disciplinary or grievance investigations and proceedings (whether or not and individual is the main subject of those proceedings);
- information relating to performance and behaviour at Play Alloa;
- training records;
- images (whether captured on CCTV, by photograph or video);
- PVG registration number
- Any other category of personal data which we may notify an individual of from time to time.

### **3.4.3 We will collect/use the following types of personal data about Service Users/Parent/Carers:**

- Service User name, address, date of birth;
- Information relating to their conditions and medical information;
- which sessions they are assigned to;
- parent/carer contact numbers and email address;
- Involvement with other agencies;
- Management of Service User: e.g. general behaviour, supervision needs, mobility/travel, speech and communication, toileting, feeding, dressing, play interests;
- Photographs – if prior consent has been given on registration forms
- All information and permissions on Service Users is updated every 6 months as per Care Inspectorate recommendations

## **4 How we define processing**

4.1 **‘Processing’** means any operation which is performed on personal data such as:

- collection, recording, organisation, structuring or storage;
- adaption or alteration;
- retrieval, consultation or use;
- disclosure by transmission, dissemination or otherwise making available;
- alignment or combination; and

- Restriction, destruction or erasure.

This includes processing personal data which forms part of a filing system and any automated processing.

## **5 How will we process your personal data - What is the legal basis for processing your personal data?**

5.1 Play Alloa will process your personal data (including special categories of personal data) in accordance with our obligations under the 2018 Act.

5.2 These fall under either article 6 or article 9 – dealt with separately below.

Play Alloa has several legal bases for processing personal data: Explicit Consent, Legal Obligation, Vital Interest, Not-for-Profit Organisation, Medical Purposes, and Equality of Opportunity.

### **Data Protection Act Article 6: Processing**

- Consent of the data subject;
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract
- Processing is necessary for compliance with a legal obligation;
- Processing is necessary to protect the vital interests of a data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller;
- Processing is necessary for the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

### **Data Protection Act Article 9: Processing**

- Explicit consent of the data subject
- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement;
- Processing is necessary to protect the vital interests of a data subject or another individual where the data subject is physically or legally incapable of giving consent;
- Processing is carried out by a not-for-profit body and the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and there is no disclosure to a third party without consent.
- Processing relates to personal data manifestly made public by the data subject;
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity;
- Processing is necessary for reasons of substantial public interest on the basis of EU or Member State law;

- Processing is necessary for reasons of preventative or occupational medicine, for assessing the working capacity of an employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of EU or Member State law or a contract with a health professional;
- Processing is necessary for the reasons of public interest in the area of public health;
- Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes.

5.3 We can process your personal data for these purposes without your knowledge or consent. We will not use your personal data for an unrelated purpose without telling you about it and the legal basis that we intend to rely on for processing it.

If you choose not to provide us with certain personal data you should be aware that we may not be able to carry out certain parts of the contract between us. For example, if you do not provide us with your bank account details we may not be able to pay you. It might also stop us from complying with certain legal obligations and duties which we have such as to pay the right amount of tax to HMRC or to make reasonable adjustments in relation to any disability you may have.

## **6 Sharing your personal data**

Your personal data will be treated as strictly confidential, and will be shared only within Play Alloa. We will only share your data with third parties outside of the organisation with your consent, unless it relates to a child/vulnerable adult protection issue.

## **7 How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary and we only retain your data for the following purposes and use the following criteria to determine how long to retain your personal data;

- a. Staff: Information on staff members will be kept for 6 years after the end of their employment with Play Alloa. Pension and benefits records will be kept for 12 years in accordance with HMRC guidelines. After this time period we will remove all their information, except payroll and HMRC records.
- b. Volunteers: Information on volunteers will be kept for 1 year, after the end of their volunteering time with Play Alloa, for the purpose of being able to provide a reference. Subsequent to the 1 year time period we will remove their information other than their name, sessions volunteered at, start date and end date
- c. Service Users/Parents/Carers: When a Service User hasn't attended any of our sessions for a period of 3 months, we will make contact to ask a Service User's Parent/Carer if they wish their information to be kept on the system

should they choose to return. At this point, if they do not reply or do not wish to remain on the system, we will remove their data other than name, condition, sessions attended, start date and end date for funding reporting purposes.

## 8 Your rights and your personal data

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

- You have the right to information about what personal data we process, how and on what basis as set out in this policy.
- **The right to request a copy of your personal data** which Play Alloa holds about you by way of a subject access request;
- **The right to request that Play Alloa corrects any personal data** if it is found to be inaccurate or out of date. To do so you should contact the Play Alloa Office;
- **The right to be forgotten** where it is no longer necessary for Play Alloa to retain such data or where we were not entitled under the law to process it. To do so you should contact the Play Alloa Office;
- The right to withdraw your consent to the processing at any time, however if you choose to withdraw consent we may not be able to provide our service to you;
- The right to request that Play Alloa provides the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as **the right to data portability**)
- You have **the right to object** to data processing where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop.
- **The right to request a restriction is placed on further processing**, where there is a dispute in relation to the accuracy or processing of your personal data,; While you are requesting that your personal data is corrected or erased or are contesting the lawfulness of our processing, you can apply for its use to be restricted while the application is made. To do so you should contact the Play Alloa Office.
- **The right to object to the processing of personal data**
- You have **the right to complain to the Information Commissioner**. You can do this by contacting the Information Commissioner's Office directly. Full contact details including a helpline number can be found on the Information Commissioner's Office website ([www.ico.org.uk](http://www.ico.org.uk)). This website has further information on your rights and our obligations.
- Transfer of Data Abroad: Please refer to our information audit for privacy shield information.
- You have **the right to object** if we process your personal data for the purposes of direct marketing.
- With some exceptions, you have **the right not to be subjected to automated decision-making**.
- You have **the right to be notified of a data security breach** concerning your personal data.

- **In most situations we will not rely on your consent as a lawful ground to process your data. If we do however request your consent to the processing of your personal data for a specific purpose, you have the right not to consent or to withdraw your consent later. To withdraw your consent, you should contact the Play Alloa Office. However, if you withdraw your consent we may be unable to provide you with our service.**

## **9 Subject Access Requests (SAR)**

- 9.1 Data subjects can make a '**subject access request**' ('SAR') to find out the information we hold about them. This request must be made in writing to the Play Alloa Office. We must respond within one month unless the request is complex or numerous in which case the period in which we must respond can be extended by a further two months.
- 9.2 There is no fee for making a SAR. However, if your request is manifestly unfounded or excessive we may charge a reasonable administrative fee or refuse to respond to your request.

## **10 Further processing**

- 10.1 If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.
- 10.2 Where and whenever necessary, we will seek your prior consent to the new processing. Contact Details To exercise all relevant rights, queries of complaints please in the first instance, contact us at:
- Play Alloa  
19 Broad Street, Alloa  
FK10 1AN
- Tel: 01259 721511

## **Data Breach Procedure for Play Alloa**

### **Policy Statement**

Play Alloa holds large amounts of personal and sensitive data. Every care is taken to protect personal data and to avoid a data protection breach. In the event of data being lost or shared inappropriately, it is vital that appropriate action is taken to minimise any associated risk as soon as possible. This procedure applies to all personal and sensitive data held by Play Alloa and all staff and volunteers, referred to herein after as 'staff'.

### **Purpose**

This breach procedure sets out the course of action to be followed by all staff at Play Alloa if a data protection breach takes place.

## **Legal Context**

### **Article 33 of the General Data Protection Regulations**

#### **Notification of a personal data breach to the supervisory authority**

1. In the case of a personal data breach, the controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the supervisory authority competent in accordance with Article 55, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons. Where the notification to the supervisory authority is not made within 72 hours, it shall be accompanied by reasons for the delay.
2. The processor shall notify the controller without undue delay after becoming aware of a personal data breach.
3. The notification referred to in paragraph 1 shall at least:
  - (a) Describe the nature of the personal data breach including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
  - (b) Communicate the name and contact details of the data protection officer or other contact point where more information can be obtained;
  - (c) Describe the likely consequences of the personal data breach;
  - (d) Describe the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.
4. Where, and in so far as, it is not possible to provide the information at the same time, the information may be provided in phases without undue further delay.
5. The controller shall document any personal data breaches, comprising the facts relating to the personal data breach, its effects and the remedial action taken. That documentation shall enable the supervisory authority to verify compliance with this Article.

#### **Types of Breach**

Data protection breaches could be caused by a number of factors. A number of examples are shown below:

- Loss or theft of data and/ or equipment on which data is stored;
- Inappropriate access controls allowing unauthorised use;
- Equipment Failure;
- Poor data destruction procedures;
- Human Error;
- Cyber-attack;
- Hacking.

#### **Managing a Data Breach**

In the event that the organisation identifies or is notified of a personal data breach, the following steps should followed:

1. The person who discovers/receives a report of a breach must inform the Senior Project Manager (SPM). If the breach occurs or is discovered outside normal working hours, this should begin as soon as is practicable.
2. The SPM (or nominated representative) must ascertain whether the breach is still occurring. If so, steps must be taken immediately to minimise the effect of the breach. An example might be to shut down a system, or to alert relevant staff such as the IT technician.
3. The SPM (or nominated representative) must inform the Board as soon as possible. As a registered Data Controller, it is the organisation's responsibility to take the appropriate action and conduct any investigation.
4. The SPM (or nominated representative) must also consider whether the Police need to be informed. This would be appropriate where illegal activity is known or is believed to have occurred, or where there is a risk that illegal activity might occur in the future.
5. The SPM (or nominated representative) must quickly take appropriate steps to recover any losses and limit the damage. Steps might include:
  - a. Attempting to recover lost equipment.
  - b. The use of back-ups to restore lost/damaged/stolen data.
  - c. If bank details have been lost/stolen, consider contacting banks directly for advice on preventing fraudulent use.
  - d. If the data breach includes any entry codes or IT system passwords, then these must be changed immediately and the relevant agencies and members of staff informed.

### **Investigation**

In most cases, the next stage would be for the SPM (or nominated representative) to fully investigate the breach. The SPM (or nominated representative) should ascertain whose data was involved in the breach, the potential effect on the data subject and what further steps need to be taken to remedy the situation.

The investigation should consider:

- The type of data;
- Its sensitivity;
- What protections were in place (e.g. encryption);
- What has happened to the data;
- Whether the data could be put to any illegal or inappropriate use;
- How many people are affected;
- What type of people have been affected (pupils, staff members, suppliers etc) and whether there are wider consequences to the breach.

A clear record should be made of the nature of the breach and the actions taken to mitigate it. The investigation should be completed as a matter of urgency due to the requirements to report notifiable personal data breaches to the Information Commissioner's Office. A more detailed review of the causes of the breach and recommendations for future improvements can be done once the matter has been resolved.

### **Notification**

Some people/agencies may need to be notified as part of the initial containment. However, the decision will normally be made once an initial investigation has taken place. The SPM (or nominated representative) should, after seeking expert or legal advice, decide whether anyone is notified of the breach. In the case of significant breaches, the Information Commissioner's Office (ICO) must be notified within 72 hours of the breach. Every incident should be considered on a case by case basis.

When notifying individuals, give specific and clear advice on what they can do to protect themselves and what the School is able to do to help them. You should also give them the opportunity to make a formal complaint if they wish (see the Complaints Procedure). The notification should include a description of how and when the breach occurred and what data was involved. Include details of what you have already done to mitigate the risks posed by the breach

### **Review and Evaluation**

Once the initial aftermath of the breach is over, the SPM (or nominated representative) should fully review both the causes of the breach and the effectiveness of the response to it. It should be reported to the next available team meeting for discussion. If systemic or ongoing problems are identified, then an action plan must be drawn up to put these right. This breach procedure may need to be reviewed after a breach or after legislative changes, new case law or new guidance.

### **Implementation**

The SPM should ensure that staff are aware of the Data Protection policy and its requirements including this breach procedure. This should be undertaken as part of induction, supervision and ongoing training. If staff have any queries in relation to the Data Protection policy and associated procedures, they should discuss this with their line manager.





## **Grievance Policy**

Charity Number SCO 23344

Company Number 379003

## **Raising an Informal Grievance Procedure**

Employees are encouraged to raise any grievance about the actions or comments of a fellow member of staff via our Concern Form process. This is the informal stage of our grievance procedure.

- In the first instance, discuss the grievance/concern with their Session Coordinator and complete a Concern Form.
- The Session Coordinator will decide what immediate action is required, this includes potentially raising the matter with the HR Manager or the Senior Project Manager.
- All concern forms are discussed at the weekly/fortnightly Session Coordinator meeting and if necessary the HR Manager will attend this meeting.
- A meeting between the two parties may be arranged to bring about a satisfactory resolution.

## **Raising a Formal Grievance Procedure**

In the event of a serious grievance or if no satisfactory resolution has been found at the informal stage, a formal grievance can be raised. If the complaint relates to the employee's immediate line manager, they may raise an informal or formal grievance with their line manager's own manager which is the HR Manager or the Senior Project Manager.

Employees should raise a grievance while they are still employed. If an employee raises a grievance after they leave employment, it will still be noted but Play Alloa is under no obligation to engage in the grievance process.

## **Submitting the Grievance in Writing**

- The employee with the grievance should put it in writing to whoever is most appropriate – this could be their Session Co-ordinator, HR Manager, Senior Project Manager or the Director of the Board.
- The letter should be clear, specific and realistic. It should include details such as:
  - What the grievance is about;
  - Any evidence;
  - What they want Play Alloa to do about it.
- The appropriate Manager will investigate and respond to the employee's grievance in writing within a reasonable time period after receiving the written complaint.
- A meeting should be arranged, at a suitable time for the employer and employee.
- Every effort should be made to attend the meeting, however it may be rescheduled under reasonable circumstances with sufficient notice, or adjourned if any issues warrant further investigation.
- The employee has a right to be accompanied by a fellow worker, trade union representative or an official employed by a trade union.
- An additional manager will attend the meeting to take notes on the proceedings.

## **Companion**

The employee may bring a companion to support them. That person may address the meeting, ask questions and take their own notes. They are not allowed to answer any questions on behalf of the employee. The companion should also be allowed to ask for adjournments and be given reasonable time to confer privately with the employee, either in the hearing room or outside.

### **During the Grievance Hearing**

The purpose of the meeting is to clarify the issues, discuss the situation, negotiate potential outcomes conclude the matter and agree (if possible) to a resolution.

The employee will be asked to explain their grievance and to say how they think the matter should be settled, i.e. what outcome they would like to see. Employees should have a realistic expectations with regards to potential outcomes.

The manager will discuss the issues and consider the evidence, summarising regularly and checking for accuracy of understanding the issues and evidence. A record of the meeting will be taken.

The meeting may be adjourned at any time to allow clarification to take place, however at the end of the meeting, both the employee and manager will have the opportunity to make any concluding remarks and also confirm all issues have been brought to the table.

### **Grievance Hearing Outcome**

If the meeting is adjourned, pending further investigations, the manager will write to advise the employee of a further meeting date, if necessary as new details may be revealed that could affect the grievance outcome.

If the meeting is adjourned, and further investigations do not reveal any new evidence, the manager will write to the employee to inform them of the outcome of the grievance, decisions taken, the resolution and the reasoning behind the decisions.

Confirmation of any decision will be made in writing within a reasonable time period. A copy of the meeting notes will also be included.

The employee has a right to appeal the outcome of the grievance hearing.

### **Appeal**

If the employee chooses to appeal any part of decision and/or resolution of the grievance meeting, they must submit their appeal in writing (to the HR Sub Group). The reasons for appeal must be clear, specific and realistic. The HR Sub Group will assign a different Director to hear the appeal.

The Appeal Hearing will follow the same full process as above, or a simplified process.

Upon conclusion of the hearing, the Director of the Board assigned to hear the appeal will advise the employee of his/her decision. This decision will be considered final and will be confirmed in writing within a reasonable time period along with a copy of the interview notes.

### **ACAS**

If these procedures fail to resolve the grievance, the grievance can, by mutual agreement, be referred to the Advisory Conciliation and Arbitration Service for the purpose of seeking conciliation.



## **Health & Safety Policy**

Charity Number SCO 23344

Company Number 379003

## Health & Safety Policy

### Section A

#### GENERAL STATEMENT OF POLICY

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information and training as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements that we will make to implement the policy are set out below.

The policy will be kept up-to-date, particularly as the group changes in nature, size and location. To ensure this, the policy and the way in which it has operated will be reviewed every year.

#### Responsibilities

The board has overall responsibility for health and safety in Play Alloa.

The following are responsible for safety in particular areas

<b>Name and/or title</b>	<b>Specific Responsibility</b>
Maria Malcolm	Overall Health & Safety
Senior Session Coordinator/Social Support Dev Officer	Risk Assessments
Session Coordinators/Social Support Workers	Implementation of Risk Assessments
All Staff	Incident reporting
All Staff	Training requests

All employees have a responsibility to co-operate in achieving a healthy and safe workplace and to take reasonable care of themselves and others. They must follow the Health and Safety procedures specified by Play Alloa.

Whenever an employee identifies a health or safety issue that they are unable to put right, they must notify the appropriate body/person named above immediately.

### Section B

#### GENERAL ARRANGEMENTS

##### Accidents and Incidents

The Board and all staff are committed to ensuring that children and young people attending Play Alloa do so in a safe environment that is in line with all relevant legislation. In order to do this, the following procedures will be put in place:

- All staff and directors will ensure the Health and Safety Policy involves the use of regular risk assessment and regular maintenance of premises and equipment.
- All staff and the board should be knowledgeable about all relevant legislation and responsibilities.

- All incidents occurring whilst a child or young person is at Play Alloa must be recorded in the Incident/Accident Record Book by the play workers.
- All accidents will be recorded in duplicate and one copy given to the parent/carer. Parents will be informed of the incident when their child or young person is collected from the group.
- Incident report sheets are located in first aid boxes and with Session Co-ordinators.
- All accident records will be kept permanently in Play Alloa's archives.

### **Damage to Building / Resources**

All staff have a duty to report damages to the building and contents / toys and equipment that could result in an injury if used to the HR Officer

- This list includes but not limited to:
  - Damage to doors / handles / locks
  - Toilet blockages
  - Garden equipment
  - Breakages to toys or resources
  - Damage to windows / fences / walls
  - Damage to computer equipment / iPads.

Staff are also responsible for ensuring that Play Alloa property is treated respectfully and tidied away appropriately to prevent accidents and damage. Staff that damage to company property either wilfully or through neglect may be subject to disciplinary action.

### **First Aid**

- All members of staff will be trained in basic first aid and a responsibility to participate in and complete training provided by Play Alloa.
- The trained First Aider is the Session Coordinator on duty.
- The first aid boxes are located in the playroom.
- The Manager/Session Coordinator is responsible for the first aid box.

### **Management of Medication**

Written consent must be received from a parent/carer for the management of medication. Staff will observe service users taking their own medication. All Session Coordinators are trained first aiders and have received training in managing medication.

### **Dealing with Body Fluids**

Proper procedures for dealing with body fluids will be followed. All staff must be aware of the guidelines.

### **General Fire Safety**

In case of fire:

All children and young people will line up and proceed out of the nearest fire exit and proceed to the Fire Assembly Point at the back of the garden. The Fire Assistant will check the register to ensure all children are safe. The Session Coordinator (Fire Officer) will investigate the fire alarm and call for assistance. Children, young people and staff must remain outside until permission is given to re-enter the premises. Staff will carry out specific tasks identified in the attached fire drill procedure.

Fire Drills will be carried out at least twice a year, concentrating on escape routes and the training of adults. Fire Drill records are signed off after each drill and comments made regarding their success

All parents will be made aware of the fire drill information displayed on the notice board.

### **Escape routes**

Location: Back door

Checked by: Fire Officer

How Often: Annually

### **Fire Extinguishers**

Location: Back door

Checked by: Fire Service Engineers

How Often: Annually

### **Fire Alarms**

Location of 'break glass' alarm: front and back centre doors, and throughout centre

Checked by: Fire Officer/Office Staff

How often: Weekly (Annually by Fire Service Engineers)

### **Location of Other Equipment**

Fire Blanket: Kitchen

### **Evacuation Assembly Point**

The far corner of the Garden (area clearly identified)

### **Advice and Consultancy**

Local Inspector's Office and telephone number

HSE, Belford House,  
59 Belford Road, Edinburgh  
Telephone: 0131 247 2000  
Infoline: 0870 154 5500

Central Fire Protection  
1 Park Road, Falkirk  
FK2 7PT  
Telephone: 01324 622252  
Mobile: 07557784103

### **Training**

Advice on suitable training will be obtained from:

Local Authority Fire Department – Alloa 01259 724112

## **New Members**

All new members and visitors to the group will be met by staff and informed of the following group rules and directed to the relevant information displayed in the cloakroom:

- Settling your child or young person
- Evacuation procedure
- Extinguisher Points
- Child Protection policy
- Vulnerable Adult Policy
- Infection Control Policy

## **Section C**

### **HAZARDS**

#### **Smoking**

Smoking will not be permitted within the premises

#### **Housekeeping and Premises**

- Cleanliness.
- Play workers will leave the playroom clear and clean after every session.
- Toilets and kitchen area to be left clean and tidy.
- Waste Disposal: Bins will be emptied at the end of each session.
- Fire Doors are to be kept closed and unobstructed.

#### **Kitchen**

All session staff will be trained in food hygiene

Door to kitchen is kept closed at all times

#### **Safe Stacking and Storage of Equipment**

Heavy equipment will not be stored above head height. Where boxes are stored above head, height ladders will be used.

#### **Equipment Checks**

Equipment will be checked daily by play workers and any defective equipment removed immediately.

#### **Electrical Equipment**

Qualified person will inspect all electrical equipment annually. See attached risk assessment for details of all appliances in the playroom. Portable Appliance Testing to be arranged annually.

#### **Use of Extension lead and portable equipment**

All leads to be laid with care and attention to potential trip hazards. Cables on the floor must be highlighted where they are exposed.

#### **Dangerous Substances**

All substances will only be used for specified purposes by adults or under adult supervision. All potentially dangerous substances will be store securely and out of the reach of children and young people.



Detergents and cleaning fluids must be stored in a locked cupboard in the main kitchen. The door to the base kitchen will be locked at all times. Paints and glues will be stored in a locked cupboard.

### **Other Important Hazards**

The risk assessment process will be used to identify potential hazards and to introduce staff training and other measures to minimise these hazards. The risk assessment process will be carried out for all activities carried out in and around the playroom and separate assessments will be made of outdoor activities and outings made by the group. Copies of the risk assessments will be displayed online and in the Policies Folder and all risk assessments will be reviewed annually or more often where appropriate.

### **Lifting**

Two people, using the correct methods of teaching, must lift all large pieces of equipment, including climbing frame, seesaws and others of a similar weight and size. All play workers should undergo manual handling training. Boxes must only be stacked to head height and ladders used where lighter boxes are stored at higher levels.

### **Infectious Diseases**

Any child or young person with symptoms of any infectious disease must be excluded from Play Alloa until they are well. Staff must complete a Return to Work form after any periods of sickness within a 48hr time zone.



## **Holiday Management Policy**

Charity Number SCO 23344

Company Number 379003

# Holiday Management Policy

## Holiday Entitlement

- Holiday entitlement is worked out on a pro rata basis as per government guidelines and holiday hours for sessional / social support staff are accrued every month
- Staff can requested their accrued holiday hours total from HR
- Staff will have a year to take their holidays. Each new holiday year begins on 1st January and finishes 31<sup>st</sup> December
- Holidays must be used by 31<sup>st</sup> December in any given year
- Unused holidays can be carried over **only** at the discretion of the Senior Project Manager

## How to request a Holiday

- Check with HR how many hours you have accrued
- Authorisation should be obtained before staff book trips / vacations
- Holiday requests can be refused if the employee does not have sufficient holidays accrued to cover time off or if it leaves insufficient cover for sessions or social support. This will be at the discretion of the Senior Project Manager
- Holiday Request Forms are available on request from the Office
- Employees must submit a Holiday Request Form to their Session Co-ordinator / Social Support Development Officer or HR for authorisation at least **2 weeks** before the date of intended leave
- HR will keep a record of all holidays to ensure that:
  - Employees have sufficient holidays to take
  - Employees are paid for the holidays in the month they are take
- To change or cancel a holiday, inform your SC / SSC or HR as soon as possible

## Holiday Pay Calculations

- Staff who have not used their accrued holidays by the time they leave Play Alloa, will receive this as a payment in their final pay.
- Play Alloa reserves the right to deduct holiday pay from an employee's final pay if they have taken over their entitlement at the time of contract termination

## Holidays to International Destinations – Covid-19 Guidelines

- If employees travel internationally, they must comply with the Scottish Government guidelines for Covid-19 on their arrival back in the country before they return to work
- If an employee needs to quarantine when they return to Scotland, they can either use their holidays or take it as unpaid leave.

## Holiday Accrual during Maternity / Paternity / Sick Leave

- Employees will continue to accrue holiday during periods of Maternity / Paternity and Sick Leave
- Employees that have been unable to use their holidays due to long term sickness can carry over 4 weeks. This holiday must be use within 18 months of the date of carry over

## Unpaid Leave

- Employees that do not have sufficient holidays accrued can take unpaid leave. This will be at the Senior Project Manager's discretion



## **Infection Control Policy**

Charity Number SCO 23344

Company Number 379003

## **Infection Control Policy (combining Clinical Waste Procedures)**

At Play Alloa it is our aim to minimise the spread of infection to staff and service users through the implementation of controls which reduce the transmission and spread of germs.

We aim to promote and maintain the health of service users and staff through the control of infectious diseases.

### **Aims**

- We aim to control infection by providing on-going infection control training for staff (hand washing, food hygiene, cleaning etc)
- Exclusion guidelines as recommended by the Environmental Health Office apply in the case of all suspected infectious diseases.
- Parents will be informed should staff, service users or visitors to the centre report the presence of any contagious condition to the centre.

### **Procedures**

#### **Reporting/Recording of illness**

- Staff will report any infectious disease to the Project Manager/Session Coordinator
- The Project Manager/Session Coordinator will record all details of the illness and contact parents to arrange removal of the service user from the session
- The Project Manager/Session Coordinator will alert other parents/carers to the child's condition (being mindful of confidentiality)

#### **Exclusion from Sessions**

- Service users will be excluded from sessions based on the timeframes outlined
- Staff may not return to work after any viral sickness bug unless they have completed the sickness absence return questionnaire and been authorised by their session coordinator/manager

#### **Hand Hygiene**

- Handwashing facilities are always available for service users and include hot and cold water, liquid soap and paper hand towels.
- Handwashing facilities are available in all toilets, changing areas and kitchens.
- Service users are reminded/encouraged and assisted (if necessary) to wash hands after using the toilet, before eating and after playing outside.
- Staff must wash their hands before preparing or serving food, before eating or drinking, after going to the toilet, after assisting with personal care, after dealing with any body fluids, after cleaning procedures, after caring for sick service users, after handling soiled clothes or items, after dealing with waste and after removing gloves or aprons.

#### **Handwashing technique**

Wet hands under hot water, apply liquid soap, rub vigorously paying particular attention to palms, backs, wrists, fingernails and fingers and rubbing between each finger and around the thumbs, rinse, dry thoroughly using disposable paper towels and turn off taps using the paper towel and turn off tap using the paper towel.

#### **Toilets**

- Toilet area, including handles, doors, toilet seats and wash hand basins are cleaned frequently throughout the day in accordance with the cleaning schedule and immediately if soiled.

#### **Bodily Fluid Spillage (Clinical Waste)**

- Spills of blood, vomit, urine or excreta will be cleaned up as quickly as possible. The area will be sectioned off, or room cleared if possible, until the spill has been dealt with.
- Disposable plastic gloves and a disposable apron will be worn when clearing clinical waste. Paper towels will be used to clean up spillages and placed directly into a plastic bag for disposal.
- Ordinary household bleach, freshly diluted (1 to 10 parts water) will be used for cleaning and disinfection of bodily fluid spillages. This solution should not come into contact with skin and if accidental contact does occur the area should be flushed with cold water.
- If possible and if safe to do so diluted bleach will be poured directly over the spill, it will then covered and mopped up with disposable paper towels.
- Disposable paper towels, gloves and apron will be disposed of in a plastic bag and sealed.
- A supply of bleach and plastic bags will be kept together in a secure place in each room for such an accident.

#### **Food and Kitchen Hygiene**

- Staff involved in toileting or any form of personal care shall not be involved in food preparation during the same session
- Areas will be kept clean and tidy and according to the procedures learned the during relevant Food Hygiene Course
- Only staff who have completed their food hygiene certificate will be allowed to prepare food in the kitchen area.

#### **Cleaning**

- All areas are cleaned regularly in accordance with the deep clean protocol and rota.
- Toilets and hard surfaces will be cleaned before and at the end of each play session and prior to and after any snack.
- Cleaning equipment will be kept securely and will be easily distinguished ie. Colour coded.

#### **Toys and Equipment**

- Toys and equipment will be cleaned a minimum of twice a year.
- Toys and equipment will be cleaned with hot water and disinfectant.

#### **Sessions involving Pets, outings to farms or zoos etc**

- Children will wash and dry their hands before and after contact and additionally as determined in the risk assessment for any such session
- All meals breaks will be taken in designated areas.
- Children will be constantly supervised during any such visit.
- The important of hand washing will be reiterated to the children by staff throughout the visit.



## **Maternity / Paternity and Adoption Policy**

Charity Number SCO 23344

Company Number 379003

## **Maternity Policy**

Play Alloa will meet its statutory obligations in relation to maternity and adoption leave. This will be sourced and checked via the Government Website: [www.gov.uk](http://www.gov.uk)

### **Maternity Leave**

Employees are entitled to Statutory Maternity Leave which is 52 weeks. It's made up of:

- Ordinary Maternity Leave - first 26 weeks
- Additional Maternity Leave - last 26 weeks

You do not have to take 52 weeks but you must take 2 weeks' leave after your baby is born (or 4 weeks if you work in a factory).

### **Maternity Leave Start Date and Return**

Usually, the earliest you can start your leave is 11 weeks before the expected week of childbirth.

Leave will also start:

- the day after the birth if the baby is early
- automatically if a staff member off work for a pregnancy-related illness in the 4 weeks before the week (Sunday to Saturday) that your baby is due

We will use the maternity planner to work out the earliest date maternity leave can start. When returning to work, staff must give Play Alloa at least 8 weeks' notice if they want to change their return to work date.

### **Maternity Leave Employment Rights**

Employment rights are protected while on Statutory Maternity Leave. This includes the right to:

- pay rises
- build up (accrue) holiday
- return to work

### **Statutory Maternity Pay**

Play Alloa will meet Statutory Maternity / Paternity and Adoption Leave and Pay obligations when applicable. Employees may be eligible for Maternity Pay depending on their level of earnings.

Statutory Maternity Pay (SMP) is paid for up to 39 weeks. You get:

- 90% of average weekly earnings (before tax) for the first 6 weeks
- The current rate of Maternity Pay per week or 90% of average weekly earnings (whichever is lower) for the next 33 weeks

To qualify for SMP you must:

- Earn on average at least £120 a week
- Give the correct notice
- Give proof you're pregnant – MAT B1 Form



- Have worked continuously for at least 26 weeks continuing into the 'qualifying week' - the 15th week before the expected week of childbirth

You can't get SMP if you go into police custody during your maternity pay period. It won't restart when you're discharged.

We will use the maternity pay calculator to work out if an employee is eligible and if so how much they will receive. We will also work out if an employee is entitled to Shared Parental Pay and if so it will be applied at the current rate or 90% of your average weekly earnings, whichever is lower.

### **How to inform Play Alloa of your pregnancy**

- At least 15 weeks before your due date, inform the HR Manager in writing when the baby is due and when you want to start your maternity leave.
- The HR Manager will reply in writing within 28 days confirming your maternity leave start date, your return to work date, eligibility (if applicable) for maternity pay, amount of maternity pay.
- If you are not eligible for maternity pay, the HR Manager will give you a SAP1 form within 7 days of making their decision and explain why.

### **Proof of Pregnancy for Statutory Maternity Pay**

To claim SMP, you need to give your employer proof of the pregnancy. You don't need it for maternity leave. Therefore, within 21 days of your SMP start date (or as soon as possible if the baby's born early) give your employer either:

- A letter from your doctor or midwife
- Your MATB1 certificate - doctors and midwives will give you this no more than 20 weeks before the due date
- You won't get SMP if you don't give your employer proof that the baby is due.

### **Additional Maternity Benefits**

You may be entitled to claim benefits that will help with the cost of a new baby. These include:

- Universal Credit
- Child Benefit
- Child Tax Credit
- Working Tax Credit
- Income Support
- Sure Start Maternity Grant
- Maternity Allowance if you are not eligible for SMP

### **If you're not eligible for SMP**

Play Alloa will issue form SMP1 explaining why a staff member can't get SMP within 7 days of making their decision. They may be eligible for Maternity Allowance instead.

### **Problems and disputes**

Play Alloa will explain their decision re eligibility of SMP, if you think it's not right. Further concerns should be directed to HM Revenue and Customs (HMRC) enquiry line.

## **Parental Bereavement Leave**

Employees are entitled to 2 weeks unpaid leave if their child dies under the age of 18 or stillborn after 24 weeks of pregnancy. Parents may be entitled to Parental Bereavement Pay.

## **Stillborn and Maternity Leave Continuation**

You will still get maternity leave and pay if:

- Your baby is stillborn after the 24th week of pregnancy
- Your baby only lives for a short time after birth at any stage of pregnancy
- If you're eligible for parental bereavement leave and pay you have the right to take this after you finish your maternity leave.
- If you have a miscarriage or stillbirth before 24 weeks, you're not entitled to maternity leave and pay.

## **Adoption Policy**

When an employee takes time off to adopt a child or have a child through a surrogacy arrangement they *might* be eligible for Statutory Adoption Pay and Leave. Some employees won't qualify for both leave and pay.

## **Statutory Adoption Leave**

Employees can take up to 52 weeks' Statutory Adoption Leave. The first 26 weeks is known as 'Ordinary Adoption Leave', the last 26 weeks as 'Additional Adoption Leave'. In order to qualify for Statutory Adoption Leave staff must be classed as an employee and give the correct notice.

## **How to inform Play Alloa of your Adoption Leave**

- Within 7 days of being matched with a child you must inform the HR Manager in writing stating how much leave you want, the date that this leave will start and the expected date or 'date of placement' that the child is due to be placed with you
- The HR Manager will reply in writing within 28 days confirming your adoption leave start date, your return to work date, eligibility (if applicable) for statutory adoption pay and amount of adoption pay.
- If you are not eligible for maternity pay, the HR Manager will give you a SAP1 form within 7 days of making their decision and explain why.

Adoption Leave can start:

- On the date the child starts living with the employee or up to 14 days before the expected placement date (UK adoptions)
- When an employee has been matched with a child to be placed with them by a UK adoption agency
- When the child arrives in the UK or within 28 days of this date (overseas adoptions)
- The day the child's born or the day after (parents in surrogacy arrangements)

- Play Alloa will request the proof of adoption or surrogacy for our records.

## **Statutory Adoption Pay**

Play Alloa will meet Statutory Maternity / Paternity and Adoption Leave and Pay obligations when applicable. Employees may be eligible depending on their level of earnings. We will calculate an employee's adoption leave and pay using the Government's leave and pay calculator.

Statutory Adoption Pay (SAP) for employees is:

- 90% of their gross average weekly earnings for the first 6 weeks
- The current rate of Adoption Pay a week or 90% of their gross average weekly earnings (whichever is lower) for the next 33 weeks
- Tax and National Insurance need to be deducted.

To qualify for Statutory Adoption Pay, you must:

- Earn on average at least £120 a week
- Give the correct notice
- Give proof of the adoption or surrogacy
- Have worked continuously for at least 26 weeks continuing by the week that you are matched with a child

## **Proof of Adoption**

Employees must give proof of adoption to qualify for Statutory Adoption Pay. Proof isn't needed for Statutory Adoption Leave unless you ask for it.

For adoption, the proof must show the:

- Name and address of the agency and employee
- Date the child was matched, for example the matching certificate
- The expected or actual date of placement, for example a letter from the agency
- The relevant UK authority's 'official notification' confirming the parent is allowed to adopt (overseas adoptions only)
- The date the child arrived in the UK, for example a plane ticket (overseas adoptions only)

## **Employment Rights**

An employee's rights (like the right to pay, holidays and returning to a job) are protected during adoption leave.

## **Overseas Adoptions**

The rules are different for leave if it's an overseas adoption. Employees must have:

- 'Official notification' (permission from a UK authority) that they can adopt from abroad
- Must fill in the declaration on [form SC6](#) if they're adopting a child with their partner

## **How to inform Play Alloa of your Overseas Adoption Leave**

- You must inform the HR Manager in writing giving 28 days notice, after receiving the Official Notification, stating how much leave you want, the date that this leave will start and the expected date that the child arrives in the UK
- The HR Manager will reply in writing within 28 days confirming your adoption leave start date, your return to work date, eligibility (if applicable) for statutory adoption pay and amount of adoption pay.
- If you are not eligible for statutory adoption pay, the HR Manager will give you a SAP1 form within 7 days of making their decision and explain why.

### **Employees in Surrogacy Arrangements**

The conditions are the same, except to qualify for Statutory Adoption Pay the employee must have worked for you continuously for at least 26 weeks by the 15th week before the week the baby is due. If you ask, they must give you [proof](#) that they intend to become the baby's legal parent.

### **Who can't qualify**

Employees won't qualify for either adoption leave or pay if they:

- Become a special guardian or kinship carer
- Adopt a stepchild
- Adopt a family member or stepchild
- Adopt privately, for example without permission from a UK authority or adoption agency

### **How to inform Play Alloo of your Surrogacy Arrangement**

- At least 15 weeks before your due date, inform the HR Manager in writing when the baby is due and when you want to start your leave.
- The HR Manager will reply in writing within 28 days confirming your leave start date, your return to work date, eligibility (if applicable) for maternity pay, amount of maternity pay.
- If you are not eligible for maternity pay, the HR Manager will give you a SMP1 form within 7 days of making their decision and explain why.

### **Changes to Surrogacy Leave**

Employees must tell you about changes to leave dates at least 28 days before their original start date or the new start date - whichever is earlier. Employees must give 8 weeks' notice if they want to change the date they return to work. The HR Manager will write to confirm these amendments.



## **Norovirus Policy**

Charity Number SCO 23344

Company Number 379003

# Norovirus Policy

This policy has been written in order to allow Play Alloa to react to the specific threat of an outbreak of Norovirus

## Introduction

Norovirus, also known as the Winter vomiting bug, is a virus which affects the gut – it causes self-limiting, highly infectious gastroenteritis, which typically lasts for a day or two, but in some cases, can last up to a week. It is not a serious health issue in healthy people, but it can be very disruptive due to its highly contagious nature.

This guidance document outlines the symptoms of Norovirus, alongside advice on what to do if service users from Play Alloa contract it.

## Symptoms

Norovirus is highly contagious – it is particularly prevalent in schools, nurseries and other play/social settings as the virus can survive for several days on surfaces or objects. Play Alloa must therefore be particularly vigilant.

Symptoms can be a combination of any of the following:

- Nausea
- Vomiting
- Abdominal pain
- Diarrhoea

It is sometimes associated with a flu-like illness, e.g. aching joints and limbs.

## Different types

Norovirus is the most common cause of stomach bugs in the UK, with at least 25 different strains known to affect humans. Each year, it's estimated that between 600,000 and 1 million people in the UK catch Norovirus – because there are so many strands, we don't develop immunity to it.

The virus is sometimes called the Winter vomiting bug as it's more common during the Winter season; however, you can catch the virus at any time of the year.

## How is it spread?

The virus is spread from the vomit or faeces of an affected person and may be transmitted to others in the following ways:

### **Droplets**

- Droplets are formed following vomiting which is often violent and projectile in nature, sometimes without warning
- Diarrhoea is less of a risk for droplet spread if it is contained in the toilet

### **Environment**

- The environment becomes contaminated via the hands, or from the setting droplets of vomit. Droplets land on surfaces and are easily transferable via hands to mouth

### **Food**

- Eating food that has been contaminated by an infected person, either directly (droplets), or indirectly (contaminated hands), also poses a risk of infection

## What you should do — staff

- Inform your Manager the moment you notice any symptoms
- If symptoms commence during your working day, go home immediately – the risk of spreading is reduced considerably if contamination of the environment is reduced
- If you have any of the above symptoms, do not come to work
- Remain off work for 72 hours after the last symptom
- Do not go to your GP/hospital, as this can risk spreading the infection further. Call NHS to seek advice if necessary.
- Wherever possible, staff should supervise service users whilst they wash their hands
- Staff should commit to taking their responsibilities seriously and will be disciplined should they be found to have carelessly ignored these procedures.

## Protective Measures

- All Staff should wash hands frequently with soap, and encourage service users to do the same – especially after going to the toilet, before and after eating/handling food and by being scrupulous clean in relation to all touch points (kitchen and non-kitchen based).
- Ensure any infected child is not sharing things such as toys, food, blankets, etc and any potentially infected items are removed safely from play.
- Ensure all children and adults are encouraged to cover their mouth and nose with a disposable tissue and to wash hands after using or disposing of tissues
- Undertake before/after kitchen/toilet and base cleans whilst wearing PPE ie. gloves and aprons
- Ensure different staff clean different areas.
- Ensure each session coordinator has a plan/risk assessment for cleaning their own specific areas/equipment submitted to the SPM/SDM for approval.
- The SPM should send out a letter/notification informing parents of their responsibility with regards to infection control

## Dealing with an outbreak

An outbreak is defined as such when an incident in which two or more people experiencing a similar illness are linked in time or place, or there is a greater than expected rate of infection compared with the usual background rate for the place and time where the outbreak has occurred.

Session Coordinators should contact the Senior Project Manager (or SDM in her absence) as soon as they suspect an outbreak has occurred during session to discuss the situation and agree if any actions are needed.

- Service users who become ill during the session should be sent home as soon as possible
- Whilst awaiting uplift, affected service users should be kept away from others if possible
- Parents/caters should be informed verbally that the service user should remain away for at least 72 hours from the last symptom.
- Communal play should be stopped until the outbreak has stopped



- Ensure all spillages of faeces and vomit are cleaned up as quickly as possible, wearing personal protective equipment (PPE), such as disposable gloves and plastic aprons.
- Consider contacting parents and closing the session early (via discussion with SPM/SDM)
- All staff who come into contact with any bodily fluids, such as vomit or faeces, should ensure they wear the appropriate PPE, such as gloves and aprons that can be disposed of immediately following use
- Hands should be washed following any cleaning up of bodily fluids, after using the toilets, before eating, before handling or preparing food, and if there has been direct contact with someone who is infected
- Warm water, soap and paper towels should be available in the toilet facilities
- Toilets and facilities should be deep prior to any further session in order to reduce the risk of transmission of the infection via environmental contamination, such as toilet seats, toilet flush and door handles



## **Parental Involvement Policy**

Charity Number SCO 23344

Company Number 379003

## **Play Alloa will :**

- Encourage parents or carers and their children to visit the group before registering with the Play Alloa.
- Offer a flexible approach to all parents/carers to allow for a settling in period when starting and for all concerned to become used to Play Alloa routines and policies.
- Welcome new parents/carers and help them to become familiar with the routine of Play Alloa and guidelines of good practice. Play Alloa recognises that it is difficult for new parents or carers to understand how Play Alloa operates unless time is specifically given to this task.
- Welcome the contributions of all parents/carers whatever form these might take and ensure they have opportunities to contribute their skills, knowledge and interest.
- Involve parents/carers in the progress of their child formally or informally and work with them in sharing all records concerning their child.
- Inform parents of policies and procedures.
- Ensure that parents/carers are made aware of how any queries, complaints or suggestions can be made.
- Ensure that parents/carers are able to talk and discuss any personal matters relating to their child, in confidence, on a daily basis if required.
- Provide opportunities for parents/carers to participate in Play Alloa activities, to learn about the importance of play in the child's development, both in Play Alloa and at home.

### **Disclosure**

- All persons working within Play Alloa will complete a satisfactory PVG check.



## **Play Policy**

Charity Number SCO 23344

Company Number 379003

## Play Policy

- The setting recognises children’s right to play as contained in Article 31 of the UN Convention on the Rights of the Child 1991.
- The setting advocates that Play is the universal language of childhood, it is an activity which exists for its own sake but also has a fundamental role. All children and young people should have the opportunity to play every day.
- “Play is a fundamental part of childhood, taking place within the home from birth, through formal and informal learning, and in community settings through the use of public spaces and services. Our role as parents and carers is to enable and facilitate play. As policy makers, planners and practitioners it is to ensure play is embedded at the heart of decision making throughout our society and to provide the catalyst for culture change.” (Play Strategy for Scotland)
- The setting endorses Protecting Children and Young People: The Charter, The UN Convention on the Rights of the Child, the National Care Standards: early education and childcare up to the age of 16 and The Scottish Government’s Play Strategy.

The setting 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 well being 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.
  4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
  5. The role of the playworker is to support all children and young people in the creation of space in which they can play.
  6. The playworkers response to children and young people playing is based on a sound up to date knowledge of play process and reflective practice.
  7. Playworkers recognise their own impact on the play space and also the impact of children and young people’s play on the playworker.
  8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.
- The setting aims to create a varied and interesting environment that stimulates social, physical, creative, emotional and intellectual play. The setting includes the

provision of open space, music, lighting and range of objects and materials (loose parts) that children can select to develop their own play.

- The setting will plan activities and provide resources that are based on children's interests and supports individual children's needs to ensure all children enjoy themselves.
- Staff in the setting recognise the importance of free play with minimal adult intervention whilst keeping children safe from harm.
- The setting will provide staffing at a 1:1, 1:2 or 1:3 ratio, depending on the individual children's needs. On leaving the centre the staff will be responsible for 1:1 or 1:2 only.
- Volunteers will support staff in play sessions and will count towards the ratio in terms of 1 child only.
- The setting recognises and allows children to engage in the 15 types of play taken from Bob Hughes Taxonomy of Play types (see attached).
- By following the 7 best play objectives the setting 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 well being, healthy growth and development, knowledge and understanding, creativity and capacity to learn.
- The setting supports staff to undertake Playwork training and to keep up to date with developments in playwork.
- The setting will consult with children and parents about the provision in a variety of ways on a regular basis. Consultation methods include discussions, suggestion box and observations of children.
- The setting will regularly evaluate practice and appropriate resources and will keep an inventory which is updated and monitored.
- The setting recognises the rights of ALL children to access play and endeavours to support children of all abilities and disabilities, recognising the child's individuality in

terms of likes and dislikes, and their freedom to choose, make friends and enjoy their free time.

- The setting recognises the complex area of challenging behaviour and has produced a Managing Challenging Behaviour Policy. At all times Play Alloa endeavours to avert challenging behaviour before it arises by carefully monitoring behaviour and getting to know the child's triggers and anxieties. In doing so Play Alloa is able to distract the child or have pre-prepared strategies to help the child to calm down when distressed. We promote an environment of understanding and support for children who find their behaviours difficult to manage.
- The setting appreciate the difficult nature of transitions for children, especially those with disabilities and additional support needs, and aims to provide age-appropriate play and social opportunities whilst providing a slow and considered approach to transitioning between groups.

## Supporting documents

UNCRC

Play Strategy (Scottish Government)

Playwork Principles. (Skills Active 2005)

Protecting Children & Young People: The Charter (Scottish Executive)

Best Play: what play provision should do for children. (NPFA, Children's play council and PLAYLINK 2000)

Bob Hughes, A Taxonomy of Play Types (Play Link 2<sup>nd</sup> edition 2002)

**Symbolic Play** – play which allows control, gradual exploration and increased understanding without the risk of being out of one's depth.

**Rough and Tumble Play** – close encounter play which is less to do with fighting and more to do with touching, tickling, gauging relative strength. Discovering physical flexibility and the exhilaration of display.

**Socio-dramatic Play** – the enactment of real and potential experiences of an intense personal, social, domestic or interpersonal nature.

**Social Play** – play during which the rules and criteria for social engagement and interaction can be revealed, explored and amended.

**Creative Play** – play which allows a new response, the transformation of information, awareness of new connections, with an element of surprise.

**Communication Play** – play using words, nuances or gestures for example, mime, jokes, play acting, mickey taking, singing, debate, poetry.

**Dramatic Play** – play which dramatizes events in which the child is not a direct participator.

**Deep Play** – play which allows the child to encounter risky or even potentially life threatening experiences, to develop survival skills and conquer fear.

**Exploratory Play** – play to access factual information consisting of manipulative behaviours such as handling, throwing, banging or mouthing objects.

**Fantasy Play** – play which rearranges the world in the child's way, a way which is unlikely to occur.

**Imaginative Play** – play where the conventional rules, which govern the physical world, do not apply.

**Locomotor Play** – movement in any or every direction for its own sake.

**Mastery Play** – control of the physical and affective ingredients of the environments.

**Object Play** – play which uses infinite and interesting sequences of hand-eye manipulations and movements.

**Role Play** – play exploring ways of being, although not normally of an intense personal, social, domestic or interpersonal nature.

**Recapitulative Play** – play that allows the child to explore ancestry, history, rituals, stories, rhymes, fire and darkness. Enables children to access play of earlier human evolutionary stages.



## **Political Involvement Policy**

Charity Number SCO 23344

Company Number 379003



## Political Involvement Policy

Play Alloa is committed to providing a *Centre of Excellence* in the provision of creative play, social opportunities, and support services to children, young people and adults with disabilities and additional support needs and their families and carers.

- Play Alloa is not affiliated to any one political party and may not endorse any one political candidate.
- Play Alloa may support a policy advocated by a political party (but not the party itself)
- Play Alloa may campaign alongside a political party to advance its own charitable purpose as long as it is in the charity's best interests
  
- **Involvement With Politicians**
  - **Local Councillors:**
    - Play Alloa endeavours to engage all local Councillors in events and activities but is not responsible for those who decide to engage and those who do not
    - Play Alloa will circulate invitations to all/an individual local Councillors for AGMs and open days, and any other event as deemed appropriate
    - Play Alloa may contact/be contacted by individual Councillors with regards to relevant individual issues/concerns/areas of expertise or specific events
    - Play Alloa should not be involved with Local Councillors specifically as part of Local Authority Election Campaigns
  
  - **Local MSP:**
    - Play Alloa endeavours to engage its local MSP in events and activities but is not responsible if he/she chooses not to engage
    - Play Alloa may circulate an invitation to its local MSP for AGMs and open days, and any other event as deemed appropriate
    - Play Alloa may contact/be contacted by an individual MSP with regards to relevant individual issues/concerns/areas of expertise or specific events
    - Play Alloa should not be involved with its local MSP specifically to promote them as part of/during Scottish Government Election Campaigns
  
  - **List MSPs:**
    - Play Alloa may contact/be contacted by an individual list MSP with regards to individual issues/concerns/areas of expertise or specific events
    - Play Alloa should not be involved with list MSPs specifically to promote them as part of/during Scottish Government Election Campaigns
  
  - **Scottish Government Ministers:**
    - Play Alloa may contact/be contacted by an individual Scottish Government Minister with regards to relevant individual issues/concerns/areas of expertise or specific events
    - Play Alloa should not be involved with any Scottish Government Minister specifically to promote them as part of/during Scottish Government Election Campaigns

○ **MPs:**

- Play Alloa may engage its local MP in events and activities but is not responsible if he/she chooses not to engage.
- Play Alloa may circulate an invitation to its local MP for AGMs and open days, and any other event as deemed appropriate
- Play Alloa may contact/be contacted by an individual MP with regards to relevant individual issues/concerns/areas of expertise or specific events
- Play Alloa should not be involved with its local MP specifically to promote them as part of/during Westminster Government Election Campaigns

**Staff/Volunteer Restrictions:**

- Play Alloa Staff/Volunteers are not politically restricted
- Play Alloa Staff/Volunteers may hold their own political opinions and beliefs but should not engage in Party Political activism during campaigns/elections during work time or whilst wearing Play Alloa clothing
- Play Alloa may, if felt appropriate, organise political hustings as long as they are cross party
- Play Alloa Staff/Volunteers should abide by the Social Media policy in terms of posting articles which are bigoted/homophobic/racist or discriminatory

**Service Users:**

- Play Alloa staff may support adult (ie those eligible to vote) Service Users interested in politics by engaging with politicians from all parties, under their specific instruction, before and during election/campaigns
- Play Alloa staff should not involve service users (under the voting age) in any kind of planned political engagement without the consent of their parent/carer
- Play Alloa staff may (with parental consent) involve service users (not eligible to vote) in planned political discussion/activities, before and during election/campaigns.

**Social Media Policy in Relation to Politics:**

- Play Alloa may retweet/repost articles *outwith* elections/campaigns as long as they are relevant to families/parents/carers/disability/education/care etc

**Gifts/Donations:**

- Play Alloa may accept gifts/donations from politicians out with election/campaign periods.
- Any gifts/donations offered during an election/campaign will be discussed with the Board first and a decision will be made as to whether it is acceptable

**Publicity:**

- During Elections/Campaigns, Play Alloa staff may be photographed with politicians, and used in subsequent publicity, on a personal level but these occasions must be out with their working hours and they should not be wearing Play Alloa clothing
- Out with Elections/Campaigns, Play Alloa staff may be photographed, and used in subsequent publicity, wearing Play Alloa clothing, during relevant Politicians visits/events/activities etc

**Breaches of Policy:**

- Breaches to this policy will be considered via the normal Disciplinary Procedures



## **Recruitment of Ex-Offenders Policy**

Charity Number SCO 23344

Company Number 379003

## Recruitment of Ex-Offenders

Play Alloa undertakes to treat all applicants for positions within the organisation fairly and not to discriminate unfairly against the subject of a disclosure on the basis of conviction or other information revealed.

We will only appoint on the basis of a satisfactory PVG Certificate which states there is NO Reason to discount on the basis of working with vulnerable service users.

All posts require a PVG. We will make this clear on the application form, job advert and any other information provided about the post.

At interview we will ensure that open and measured discussions can take place on the subject of offences. Failure to reveal information at interview, that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

At interview of when receiving a disclosure which shows a conviction, we will take into consideration:

- Whether the conviction is relevant to the position being offered.
- The seriousness of the offence revealed.
- The length of time since the offence took place.
- Whether the applicant has a pattern of offending behaviour.
- Whether the applicant's circumstances have changed since the offending took place.

We will ensure that all our staff involved in the recruitment process are aware of this policy and have received relevant training and support.

We will undertake to make a copy of this policy available to any applicant for a post with Play Alloa that requires a disclosure.



## **Recruitment, Selection and Retention of Staff/Volunteers Policy**

Charity Number SCO 23344

Company Number 379003

## **Recruitment, Selection and Retention of Staff / Volunteers Policy**

Parents / Carers can be confident that Play Alloa recruits staff/volunteers through a process that takes account of Equal Opportunities and safe recruitment practices. (Refer to the Equal Opportunities Policy & Child Protection Policy for more details).

### **Equal Opportunities**

- All applicants for staff/volunteers positions will be treated equally and fairly and valued for their ethnic background, language, culture and faith.

### **Background Checks**

- All Staff/volunteers will be expected to undertake a satisfactory PVG Check which will be rechecked every three years.
- All staff/volunteers will be subject to cross referencing with the Scottish Social Services Council or any other professional organisations.
- All staff/volunteers will be subject to checks with their previous employer.
- References will be taken up for all staff/volunteers.

### **Qualifications**

- Staff / Volunteers will be selected with a range of qualifications, skills and experiences relevant to the groups Aims & Objectives.

### **Retention**

- All posts will be subject to a three to six month probationary period.



## **Redundancy Policy**

Charity Number SCO 23344

Company Number 379003

## **Redundancy Policy**

It is a general policy objective of Play Alloa to maintain, where possible, secure employment for its employees by forward planning. Play Alloa intends to reduce any redundancies which may occur to the minimum, but changes in the pattern/volume of business or funding sometimes render redundancies unavoidable.

### **Redundancy Procedure**

1. Where the possibility of redundancies arises, management will consult the appropriate employees and employee representatives (where appropriate) with a view to consideration of all the options.
2. Where, after due consideration of these alternatives, if the need for redundancies still remain, management will give to employees and (where appropriate) employee representatives written details of the proposals.
3. As far as possible in advance of the proposed termination date(s) management will notify all employees that compulsory redundancies are proposed and that a provisional selection has been made. Management will then consult on an individual basis with those employees provisionally selected for redundancy. In the course of this consultation employees will be informed of the basis of their proposed selection for redundancy and will be invited to make representation on their proposed dismissals.
4. Management must take due note of and give full consideration to any representations before a confirmed selection for redundancy is made.
5. Management will make every effort to seek alternative employment within Play Alloa. All redundant employees will be interviewed individually to inform them of any available vacancies, establish individual requirements, and consider their suitability for particular jobs. Employees will also be informed of any entitlement to statutory redundancy pay.
6. Where selection for redundancy is confirmed, employees selected for redundancy will be given notice of termination of employment in accordance with the terms of their contract. Depending on the needs of the business, consideration will be given to employees who wish to leave early with payment in lieu of notice.
7. If alternative vacancies are offered to redundant employees the terms and conditions which will apply will either be in accordance with the standard terms for the job in question, or will be in accordance with those which applied to the employee in the redundant job. Redundant employees accepting an alternative job will be entitled to a trial period in accordance with current legislation.
8. Employees under notice of redundancy will be given permission to take time off work to look for work or training in accordance with current legislation.
9. Play Alloa will also, as far as possible to assist employees for whom no alternative work can be found to find other employment.
10. All employees who receive statutory redundancy pay will be given written notification of the way in which their redundancy pay has been calculated.

### **Redundancy Pay**

Play Alloa will meet Statutory Redundancy Pay obligations when applicable.





## **Referral Policy**

(Making a referral to Disclosure Scotland)

Charity Number SCO 23344

Company Number 379003

# Making Referrals

## Background

The PVG Scheme requires organisations to make referrals to the Protection Unit at Disclosure Scotland in certain circumstances. If someone is permanently removed from regulated work, a decision must be made regarding whether the reason(s) that person is removed means that Disclosure Scotland need to know what's happened. This is called "Making a Referral" and includes circumstances where, even if the person has already left the role, they would have been removed.

Disclosure Scotland will then use this information to help them decide if someone remains suitable to continue to do regulated work (with children/adults/both) or if they should be removed from regulated work.

### **When To Let The Protection Unit Know What's Happened?**

A referral should only be made when 2 circumstances have been met:-

**Condition 1** – A person has been permanently removed/removed themselves from regulated work

**Condition 2** – At least 1 of the following 5 grounds apply to their permanent removal:

- Caused harm
- Placed someone at risk of harm
- Engaged in inappropriate conduct involving pornography
- Engaged in inappropriate sexual conduct
- Given inappropriate medical treatment

When both of these conditions have been met, you **must** let Disclosure Scotland know by making a referral. The form for making a referral can be found on Disclosure Scotland's website, along with instructions for completing the form and the Protection Unit can be contacted on 03000 2000 40 if you need any help.

**Making a referral is not optional. It is a legal requirement to report circumstances where both conditions are met. This should be done within 3 months of making your decision.**

### **Who is Responsible for Making a Referral:**

Maria Malcolm  
Senior Project Manager  
Play Alloa



## **Reporting Incidents of Violence Policy**

Charity Number SCO 23344

Company Number 379003

## **Reporting of Incidents of Violence Policy**

**All incidents in which a staff member is abused, threatened or assaulted in any circumstances connected to their work for Play Alloa should be :**

- Recorded. This should be done by logging a full account of the incident, including any witness testimony in the Observations Book. A copy of the report should also be given to the Chairperson of the Board.
- Reported. This should be done using the Violence Against Staff incident forms issued by Clackmannanshire Council.
- Discussed with Chairperson of the Board to help determine any further action that is deemed necessary.



## **Safeguarding Policy**

Charity Number SCO 23344

Company Number 379003

# Safeguarding Policy

Safeguarding is the action that an organisation takes to promote the welfare of children and vulnerable adults to protect them from harm including physical, emotional, sexual and financial harm and neglect. This includes making sure that the appropriate policies, practices and procedures are put in place.

**Safeguarding includes child protection but goes further and extends to all vulnerable beneficiaries.**

Play Alloa will do all they can to keep these beneficiaries safe and protected from harm

Play Alloa's Board of Directors will always act in the interests of the charity and are responsible for making sure that the appropriate safeguarding measures are put in place to prevent and protect service users from harm.

The risk of harm may never entirely disappear, but the better the safeguards adopted, the better able charities are to mitigate those risks.

**Play Alloa will safeguard all its vulnerable service users by:**

- having in place policies and procedures that will help make sure that children and vulnerable adults are protected from harm
- making sure those policies and procedures are implemented and understood by everyone in the charity
- having clear lines of responsibility and accountability within the charity to deal with any safeguarding issues
- making sure that staff and volunteers are trained to identify potential harm, know what action to take and are clear about how, when and who to report to.

## **Why does it matter?**

Play Alloa believes that all Individuals have the right to live in safety, with dignity, free from abuse and neglect. Safeguarding comes from a rights-based approach to protecting individuals and this is at the heart of what Play Alloa does.

We recognise that:

- the welfare of the child/vulnerable service user is paramount
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

## **We will seek to keep children and young people safe by:**

- valuing, listening to and respecting them
- appointing a **Designated Safeguarding Officer (DSO)** for children and young people, a **Deputy, Lead Practitioners** and a lead **Trustee/Board Member** for safeguarding
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing information professionally and securely
- sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, group work and one-to-one discussions
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

### **Safeguarding Process**

We intend to create in Play Alloa an environment in which children/vulnerable adults are safe from abuse and in which any suspicions of abuse is promptly and appropriately responded to. In order to achieve this we will:

#### **Exclude Known Abusers**

- It will be made clear to applicants for posts within the group that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974, and is subject to a PVG check undertaken through the Central Registration Body in Scotland or Disclosure Scotland.
- All applicants for work within Play Alloa, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide references (2 for Staff/1 for Volunteers). All such references will be followed up. Checks will also be implemented with the applicant's previous employer. In the case of applicants with unexplained gaps in their work history or who have moved rapidly from one job to another, explanations will be sought.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless Play Alloa is confident that the applicant can be safely entrusted with children/vulnerable adults. All employees will have a PVG Check carried out. Data for disclosure will be provided through Disclosure Scotland.
- An Index has been established in Scotland by the Scottish Executive through the operation of the Protection of Children (Scotland) Act 2003 enacted by the Scottish

Parliament in February 2003. The Act places a duty on employers to refer people to the Index if they have harmed children or put children at risk of harm. It will be an offence to employ anyone on the list to work with children.

### Seek and Supply Training

We will seek out training opportunities for all adults involved in Play Alloa to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse. Documentary evidence of courses attended will be kept in staff personal files.

In addition, all staff will be expected to complete:

- Safeguarding Children/Adults with Disabilities (High Speed Training Module)
- Basic First Aid Training
- Play Alloa Safeguarding Training
- Food Hygiene & Safety for Catering (High Speed Training Module Level 2)

### Prevent Abuse by Means of Good Practice

- All staff and volunteers will be subject to a PVG check.
- Children/vulnerable adults will be supervised at all times by a responsible adult
- Volunteers will not be left alone with individual children/vulnerable adults or with small groups.
- Adult:Child ratios as outlined in the National Care Standards will be adhered to at all times as a minimum. Our general ratios are 1:1, 1:2 or 1:3 depending on the requirements of the individual.
- Children/vulnerable adults will not be left alone with visitors to the group.
- Children will only be collected from the group by adults or those over the age of 16 yrs, authorised by parents or carers to do so.
- There are **NO circumstances** in which children/vulnerable adults will be punished by smacking, slapping or shaking. Neither will humiliating nor frightening methods of punishment be used eg: ridicule or exclusion.
- Children/vulnerable adults will be respected, listened to and encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feeling, and acceptable ways to express them. This will enable children/vulnerable adults to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Children/vulnerable adults will be encouraged to be confident in dealing with personal hygiene needs. Accidents will be dealt with in a sensitive manner.
- The layout of the Base/Games Room etc will permit constant supervision of all children.

### Respond Appropriately to Suspicions of Abuse

- Changes in children's behaviour or appearance will be monitored and acted upon. Parents will normally be the first port of reference unless there are suspicions that the parents are implicated.
- Suspicions, where appropriate, will also be referred to the Social Work Department. All such suspicions will be kept professionally confidential, shared only with those who need to know.



## **Contacts**

Social Work Department  
Lead Officer Child Protection, Child Care  
Kilncraigs, Greenside Street, Alloa, FK10 1EB  
Tel: 01259 225000 / 450000  
Weekends/Evenings 01785 470500  
Email: [childcare@clacks.gov.uk](mailto:childcare@clacks.gov.uk)

Play Alloa Manager

### **Maria Malcolm**

Tel: 01259 721511 (Office)  
Mob: 0794 749 5764 (PA)  
Mob: 0754 556 8090 (Personal)

## **Keep Records**

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be included in the Incident Book, quite separate from the usual ongoing records of children's progress and development. The record will include, in addition to the name, address and age of the child; times and dated observations describing objectively the child's behaviour and appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.

Such records will not be accessible to people in the group other than to specified personnel as appropriate. Play Alloa specifies that only the Manager and session co-ordinators will have access to these records.

## **Liaise with Other Bodies**

Play Alloa operates in accordance with local authority guidelines. Confidential records, kept on children about whom the group is anxious, will be shared with the Social Work Department if Play Alloa feels that adequate explanations for changes in the child's condition have not been provided.

If a report on a child is to be made to the authorities, the child's parents will be informed at the same time as the report is made, unless there are suspicions that the parents are implicated.

Play Alloa will maintain ongoing contact with the local authority, including names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for Play Alloa and the Social Work Department to work well together. Play Alloa will ensure that they are up to date with reporting procedures.

## **Support Families**

- Play Alloa will take every step in its power to build up trusting and supportive relationships between families and staff and volunteers in Play Alloa.

- Where abuse at home is suspected, Play Alloa will continue to welcome the child and family while investigations proceed if appropriate
- Confidential records kept on a child will be shared with the child's parents unless they are implicated in the ongoing investigation.
- With the provision that the care and safety of the child must always be paramount, Play Alloa will do all in its power to support and work with the child's family.
- In collecting, holding and processing personal data, Play Alloa complies with current GDPR

### Definitions of Abuse

'Abuse' may take a number of forms including:

- **Neglect:** Actual or likely, persistent or severe neglect of a child, or the failure to protect a child from exposure to any kind of danger, including cold or starvation, or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non-organic failure to thrive.
- **Physical Abuse:** Actual or likely perpetrated physical injury to a child, or failure to prevent physical injury (or suffering) to a child.
- **Sexual Abuse:** Actual or likely sexual exploitation of a child or adolescent.
- **Emotional Abuse:** Actual or likely, persistent or severe emotional ill treatment or rejection resulting in severe adverse effects on the emotional and behavioural development of a child. All abuse involves some emotional ill treatment. This category should be used where it is the main, or sole, form of abuse.

'Likely', in the context of these definitions, means either potential or suspected.

These categories of abuse are not necessarily exhaustive nor are they mutually exclusive. Any of them may result in a failure of the child to thrive.

### Safeguarding Positions

Designated Safeguarding Officer:	Maria Malcolm, Senior Project Manager
Depute Designated Safeguarding Officer:	Angela Ritchie, Senior Session Coordinator
Lead Safeguarding Practitioner:	Nikki Harkness, Social Support Dev. Officer Liz Blyth, Session Coordinator
Lead Safeguarding Board Member:	Eileen McMurdo, Play Alloa Board Member



# **Secure Handling of PVG Information Policy**

Charity Number SCO 23344  
Company Number 379003

## Secure Handling of PVG Information Policy

In relation to registering persons and other recipients of PVG Certificates, Play Alloa will ensure the following practice:

- PVGs will be requested for **ALL** paid and voluntary staff on the basis of access to vulnerable children and/or adults.
- A satisfactory PVG is a condition of ALL employment (paid and voluntary).
- PVG information will only be shared with those authorised to see it in the course of their duties.
- Where additional PVG information is provided to Play Alloa and not to the disclosure applicant.
- Play Alloa will not disclose this information to the applicant, but will inform them that additional information has been provided, should this information affect the recruitment decision.
- PVG Certificates will be stored in a locked non-portable container, for the duration of employment. Only those authorised to see this information in the course of their duties will have access to the container.
- PVG information will be destroyed on cessation of employment, by shredding.
- Play Alloa will ensure that all staff with access to disclosure information are aware of this policy and have received relevant training and support.

Play Alloa undertakes to make a copy of this policy available to any applicant for a post with Play Alloa that requires a PVG.



# **SERIOUS VIRAL EPIDEMIC OR PANDEMIC POLICY**

**Charity Number SCO 23344  
Company Number 379003**

# SERIOUS VIRAL EPIDEMIC OR PANDEMIC POLICY

## INTRODUCTION

1. Some infections such as some strains of influenza, SARs or the coronavirus are highly infectious viral illnesses that have the capacity to spread rapidly. When a new viral strain emerges, one of the following situations may occur:
  - A serious epidemic - where a disease infects a significantly greater number of people in the area than is usual, or
  - A pandemic – which is an epidemic of global proportions
2. Such an illness will spread rapidly because people will not have any natural resistance to it. It is difficult to predict the scale, severity and impact of a serious epidemic or pandemic, but research suggests that in the case of a pandemic, it could affect the entire country and that up to half the population could develop the illness. There could also be more than one wave of the illness.
3. During a serious viral epidemic or pandemic, Play Alloa's overall aim will be to encourage our staff to carry on as normal if they are well, while taking additional precautions to protect them from exposure to infection and to lessen the risk of spread to others.
4. In terms of business continuity, this means that we will seek to sustain our core business and services as far as is practicable and therefore we will continue to operate largely within the existing framework of company policies and procedures. However, the company recognises that during such times some additional provisions will be required to support staff.
5. Play Alloa will always follow the guidance of the Scottish Government throughout any serious epidemic or pandemic.

## DURING A SERIOUS EPIDEMIC OR PANDEMIC

During a recognised viral epidemic or pandemic, [Company] will implement the following provisions:

### ***Communications:***

During the period of a serious epidemic or pandemic regular guidance and sources of information and support will be made available via line managers / supervisors, noticeboards, the company's email, facebook pages and website. Staff should monitor these sources closely to stay up to date with what is happening within the workplace and what action is being taken to ensure the company meets its obligations to staff, service users, families, partner organisations and other stakeholders.

### Additional Hygiene Arrangements:

- The company will provide antibacterial sanitiser located throughout company premises and staff will be encouraged and reminded to use these regularly.
- All surfaces, door handles, banister rails, telephones, computer keyboards etc. will be cleaned more frequently.
- All waste bins will be emptied daily.
- Staff are encouraged to always use clean tissues to cover their mouth / nose when they cough / sneeze (and not to use cloth handkerchiefs or re-use tissues) and to wash / sanitise their hands regularly and specifically after coughing or sneezing.
- Staff will be provided with appropriate PPE, e.g. disposable gloves, face covering and where these are provided, staff will be expected to wear/use it.
- Physical distancing reminders may be put in place, and these will be in the form of wall posters, floor markings etc.

### Vaccination

- The company *may* identify certain key staff and arrange for those staff to be given a vaccination (if available) at the company's expense.
- This would be a purely voluntary arrangement and staff may refuse to have this if they wish.

### Customers

- In customer-facing areas the company will provide, a minimum of, antibacterial sanitiser, disposable tissues and covered bins for public use, and notices will be posted to encourage customers to use these items.
- Where possible some separation between our staff and customers will be encouraged for example by use of physical barriers.

### Visitors

- Visits to company premises will largely be discontinued except in exceptional circumstances for the duration of the epidemic / pandemic.
- Visitors will be asked if they have any symptoms before being allowed into company premises and if they do they will be refused entry.
- If accessing any of the centre's premises, all staff, service users and visitors may be asked to record their temperature.
- Visitors will be asked to sanitise their hands before entering the company premises.
- Visitors should be confined to meeting rooms where at all possible.

## Face to Face Meetings

- Travel should largely be avoided unless absolutely essential and in particular if it involves the use of public transport.
- If public transport is deemed necessary PPE should be used as appropriate and all steps taken to reduce risk
- Face to face meetings should be avoided wherever possible and use of telephone / teleconferencing / email facilities should be encouraged.
- Where face to face meetings are unavoidable, the Base should be used which will have sanitiser pumps / tissues / waste bins provided and will be cleaned daily.

## Staff Identified as Potentially At-risk

- Staff at risk of developing viral-related complications (e.g. pregnant workers and those with compromised immune systems) will be given the opportunity to work from home, if possible, until it is deemed safe to return to the workplace.

## *Staff with symptoms*

The most significant symptoms of a viral illness generally are the sudden onset of: fever, cough or shortness of breath; other symptoms may include: headache, tiredness, chills, aching muscles, sore throat, runny nose, sneezing, loss of appetite. Specific viral infections may produce a different range of symptoms; the Company will ensure that the symptoms of the current illness are clearly identified to staff.

## Whilst at Work

- If a member of staff feels ill with symptoms consistent with the illness, it is important that they do not simply carry on working. They should report their illness immediately to their line manager and if the symptoms are consistent with the illness, they will be sent home, advised to contact the NHS (if appropriate) and told not to return to work until the symptoms have cleared and the NHS has confirmed they are no longer infectious.

## Whilst not at Work

If they develop symptoms whilst not at work, they should adhere to the following advice:

- Inform their line manager that they are ill using the recognised process
- Stay at home and rest/contact the NHS
- Not go to work until they are fully recovered, and the NHS has confirmed they are no longer infectious
- Follow any other national advice eg Test and Trace



As part of the reporting procedures, the line manager will seek the permission of the employee to inform their colleagues that they are suffering from the illness. This is really a private matter for the individual, but allowing colleagues to know about it will allow them to look out for early symptoms in themselves, and also allow any who may be at-risk in some way (e.g. pregnant) to seek medical advice.

NB. As Scotland is participating in a Covid-19 Test and Trace system, all staff experiencing Coronavirus symptoms should immediately report this to the NHS and participate in a test, following all the rules of Test and Trace as advised.

### ***Staff Who Have Difficulty Attending Work (where they don't have symptoms)***

In general staff will have no right to refuse to attend work during an epidemic / pandemic unless there is a clear health and safety risk. Their employment contract will oblige them to carry out their normal duties and refusal to do so may put them in breach of their contract. However, the company is aware that certain situations can occur:

#### **a) Public transport is shut down**

Where an employee has difficulty getting to work because of a failure in the public transport system due to the epidemic / pandemic, then they will be encouraged to seek other methods of getting to work. In exceptional circumstances it may be possible for some staff to work from home during this period of difficulty, to vary their start and end times, or to take annual or unpaid leave. Employees will not be paid if they fail to turn up for work and should discuss the options with their line manager as soon as possible.

#### **b) The employee reports that a member of their household has been diagnosed with the illness but that they themselves are OK and would be willing to attend work**

The company recognises it has a duty of care to others in the workforce and the individual will be advised to remain at home until the ill relative is no longer infectious, however the company might wish to discuss the possibility of the employee working from home if possible. Under these circumstances the employee will receive their full pay as if they had been working normally.

#### **c) The employee reports that their child or other dependant has the illness and they are unable to arrange care at short-notice:**

Under these circumstances the company recognises that the employee has a statutory right to a reasonable period of unpaid time off to care for these dependants. This is limited to sufficient time off to deal with the immediate issue and to sort-out short-term caring arrangements; the individual should discuss their situation with their line manager. The company will, in these circumstances, allow a

reasonable amount of unpaid time off to be taken. However if the sick individual is a member of the employees household then the provisions of b) above would apply.

**d) The employee asks not to attend work because of fear of contracting illness:**

The employee is contractually bound to attend work, and not doing so in these circumstances may be dealt with through the company disciplinary procedures. However if the company is convinced that the individual has psychological or physical reasons whereby they should not attend, then it may decide to agree to a period of annual / unpaid leave, or working from home arrangements with the employee concerned.

**e) The employee has school-age children and the school is closed due to the epidemic / pandemic:**

The provisions of c) above would apply

### ***Working Flexibly***

The impact of any epidemic / pandemic will normally mean an increased workload due to a reduction in the actual staff available for work. It will therefore be essential that we maximise the capacity of our available workforce by asking staff to work more flexibly and /or differently. Therefore the company reserves the right to ask staff to undertake one or more of the following options:

- work additional hours to cover for sick colleagues
- work more flexibly as required
- work in a different job role for a period (with appropriate training)
- work from an alternative location, or even from home if appropriate
- cancel planned annual leave

The use of these flexible work practices will vary depending on the seriousness of the staff shortages and the needs of the business at that time. Staff will be paid based on the additional hours and responsibilities they undertake.

### ***Post Epidemic / Pandemic Considerations***

After the first wave of such an illness the company acknowledges that staff will need time to completely recover their full fitness and performance levels. Managers will ensure that staff who had been asked to work extended hours, or were denied their planned leave are given annual leave where at all possible. However, the possibility of subsequent waves has to be kept in mind and the company will discuss with staff the lessons learnt from the current epidemic / pandemic and continue with the preparations required to cope with subsequent waves.



## **Social Media Policy**

Charity Number SCO 23344

Company Number 379003

# Social Media Policy

## Introduction

It's essential that Play Alloa staff, volunteers and Directors make informed decisions about how they use the internet, mobile phone and email communications.

Social media (including personal and professional websites, blogs, chat rooms and bulletin boards; social networks, such as Facebook, Linkd-in, Twitter and My Space; video-sharing sites such as YouTube; and e-mail) are a common means of communication and self-expression.

Because online postings could conflict with the interests of Play Alloa, we have developed the following policy guideline.

***Breach of this policy will be considered breach of contract.***

Everyone involved in Play Alloa must recognise that the responsibility to safeguard exists both during and outwith Play Alloa sessions.

Directors, Permanent and Sessional Staff, Volunteers and others in a position of trust within Play Alloa need to act responsibly, both during and outwith sessions. This includes the use of electronic communications.

Play Alloa has a responsibility to ensure safeguards are in place and all Staff, Volunteers and Directors and those in a position of responsibility must ensure they communicate responsibly.

Play Alloa is responsible for ensuring all content hosted on its website, social network areas and any associated message boards or blogs abide by these rules.

Play Alloa and its Staff, Volunteers and Directors should:

1. Refrain from publishing comments about other groups or individuals and any controversial or potentially inflammatory subjects.
2. Avoid commenting on sessions or individual situations relating to service users.
3. Avoid hostile or harassing communications in any posts or other online communications. Harassment is any offensive conduct based on a person's race, sex, gender identity, national origin, colour, disability, age sexual orientation, veteran status, marital status, religion or any other status identified protected by law.
4. Identify all copyrighted or borrowed material with citations and links.
5. When publishing direct paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author.
6. At all times maintain confidentiality as per the Confidentiality Policy
7. At all times maintain an appropriate level of restraint on social networking sites that will not damage Play Alloa's reputation in the community.

**Play Alloa is:**

Solely Responsible for reviewing responses to online posts and resolving any concerns about the propriety of the responses before they are posted.

NB. If a blogger or any other online participant posts an inaccurate, accessory or negative comment about Play Alloa or anyone associated with Play Alloa, Staff/Volunteers/Directors should not respond to the post and contact the Project Manager for guidance/advice.

### **Recommendations**

If Play Alloa decides that the most effective way of communicating to service users, families and staff is via a social networking site, it must set up an account in the name of Play Alloa and explicitly for use by named members, volunteers, parents and carers solely about Play Alloa matters.

An appropriate person(s) will monitor the content of the website(s).

Children and young people should be advised by their parents/ carers to always tell an adult they trust about communications that makes them feel uncomfortable or where they've been asked not to tell their parents/ carer about communication.

Therefore, as a general principle, Sessional staff should avoid using social networking sites as the primary way of communications with service users.

### **Do**

- Ensure all the privacy settings are locked so that the page (s) are used explicitly for Play Alloa matters and is not used as a place to meet, share personal details or have private conversations.
- Nominate a Play Alloa official to monitor the social networking page regularly and remove access from anyone behaving inappropriately.
- Make sure everyone within Play Alloa knows who is responsible for monitoring the content of the social networking areas and how to contact them.
- Inform Play Alloa if you have received inappropriate, threatening or offensive material as this may be needed as evidence.

### **Don't**

Unless a child/young person is a direct relation, Play Alloa staff and officials should not:

- Accept as a friend, U18 or vulnerable service users on social networking sites they are members of or share their own personal social networking sites with children or young people involved with Play Alloa
- Make contact with children or young people known through Play Alloa outside of Play Alloa on social networking sites.
- Use the internet to send personal messages of a non Play Alloa nature to any child/U18 service user
- Engage in personal communication, banter or comments not relating to Play Alloa with an U18 or vulnerable service user



## **Social Support Cancellation Policy**

Charity Number SCO 23344  
Company Number 379003

## Social Support Cancellation Policy

Due to the nature of the work at Play Alloa there may be an occasion where social support is cancelled with less than 24 hours' notice.

In such an event, members of staff will still be paid for their regular hours. There is an expectation from Play Alloa that if the cancellation falls within office hours 9.30am-4pm then the employee will still be available to carry out work as per the Social Support Development Officer or Senior Project Managers request.

Types of work required include:

- Social support for another service user
- Sessional support during one of our regular weekly sessions
- Office/Clerical support i.e. organisation of supplies for sessions

Play Alloa is a small charity who relies on continuous funding and donations. Due to this we ask staff to remain available to work when their usual social support session has cancelled with less than 24 hours' notice.

We will always strive to be a flexible employer and in the event where there is no suitable work to be carried out, this will be communicated directly with the employee from the Social Support Development Officer or Senior Project Manager.

All staff are employed by Play Alloa. Clackmannanshire council pays Play Alloa to provide social support, therefore no member of staff is employed purely to work with a certain service user.



## **Staff Travel Policy**

Charity Number SCO 23344

Company Number 379003



## Staff Travel and Subsistence Policy

(A separate policy exists for transport of service users – see Transport Policy)

### Reasons for Travel

There may be circumstances where office/core staff have to travel in working hours or outside of working hours in order to discharge the duties of Play Alloa (for example to attend a conference or training). In these circumstances, you will be reimbursed where appropriate. Any travel must be agreed with the Senior Project Manager beforehand.

### Protocol

- The cheapest mode of transport must be used unless circumstances dictate that another form of transport is necessary (eg. a staff member travelling alone at night would not be expected to travel by bus, time of course/conference start etc).
- Staff can choose to use their private car, however, unless there is a compelling reason to do so, the reimbursement will be the public transport rate unless otherwise agreed by the Senior Project Manager.
- If using their private car, staff must have appropriate business use insurance cover and a valid current MOT certificate.
- A copy of the current insurance and MOT documents must be provided the first time their private car is authorised to be used. These will be checked and updated annually.
- All private car requirements as laid down in Play Alloa Transport Policy apply to the use of private cars for staff use.
- Where the use of staff private car is authorised as appropriate, staff will be reimbursed at a fixed mileage rate. They can also claim additional mileage from the HMRC website.
- Staff will not be reimbursed for their normal daily travel from home to the office.
- Receipts and travel tickets must be provided to the Senior Project Manager for reimbursement in arrears.
- If staff are required to be away from their normal place of work for 4 hours or more, they may also be entitled to subsistence.
- If travel requires an overnight stay, Play Alloa will book and pay for appropriate accommodation (B&B).
- If any meals are provided, subsistence cannot be claimed for that meal.
- Purchase of alcohol with meals will not be reimbursed.

### Reimbursement Rates

Staff will be reimbursed for travel and subsistence at the following rates:

- Over 4 hours away (1 meal) = receipted up to a maximum of £5.00
- Over 8 hours away (up to 2 meals) = receipted up to a maximum of £10.00
- Over 12 hours or overnight stay (up to 3 meals) = receipted up to a maximum of £20.00
- Mileage = 25p a mile

All receipts and a detailed description of your travel must be provided to the Senior Project Manager for approval. The Senior Project Manager will then authorise payment via the HR/Finance Manager.

### Staff and User Safety

When staff are required to travel with service users, the policy laid down in the Play Alloa Transport Policy must be followed.



## **Toileting / Hygiene Policy**

Charity Number SCO 23344

Company Number 379003

## Toileting / Hygiene Policy

- All children / young people will be monitored appropriately by staff members when using the toilet
- Children / young people will be encouraged to clean themselves (bottom and hands)
- In case of accident involving body fluids all wet/soiled clothes will be changed and returned to parents in a sealed plastic bag
- Disposable gloves and aprons will be worn by staff when dealing with any body fluids
- All body fluids will be cleaned straight away by staff in accordance with the company Health and Safety Policy
- Children / young people will be encouraged to wash their hands after play and before having any snack
- Children's / young people's dignity and privacy will be paramount when dealing with any incidents involving body fluids
- The parent/carer will be informed at the end of the session the reason for the change of clothes. This will be done in private



## **Transport Policy**

Charity Number SCO 23344

Company Number 379003

## Transport Policy

From time to time Play Alloa will go on outings that require children, young people and adults to be transported from one place to another. Transport arrangements should be as follows :-

### Buses

- Buses used should hold current paperwork regarding road worthiness and insurance. This should be checked when booking is made.
- All buses used must have seatbelts.
- One seat is allocated for each person regardless of age. Check with the company regarding the use of safety seats for younger children.
- Prior to setting off a responsible adult checks that all seatbelts are fastened
- Children / young people are assisted on and off the bus.
- Adult : Child / service user people ratio should be such that all children / service user can be seen and supervised whilst travelling on the bus.

### Private Cars

- All private cars used to transport children / young people must hold current paperwork regarding road worthiness and insurance (normal car insurance is not sufficient). This should be checked prior to use.
- One seat should be allocated for each person travelling.
- Children should not be allowed to sit in the front seats.

**Taxis** – as per private cars.



# **Verbal and Physical Abuse of Staff Policy**

Charity Number SCO 23344

Company Number 379003

## **Verbal and Physical Abuse Policy**

Play Alloa is committed to taking all reasonably practicable precautions necessary to ensure the safety and well-being of all its employees and endeavours to ensure that all paid and non-paid workers are protected from physical and verbal abuse whilst they are at work. This Policy relates to incidents affecting employees initiated by people who are not employees of Play Alloa (e.g. service users, parents and carers and members of the public), which occur as a result of the employee undertaking work for or representing Play Alloa.

### **Definition of Verbal or Physical Abuse**

The Health and Safety Executive's definition of work related violence is: "any incident in which a person is abused, threatened or assaulted in circumstances related to their work".

Physical and verbal abuse also includes:

- Unreasonable and/or offensive behaviour
- Harassment
- Threatening behaviour (e.g. non-verbal insults or indicators such as gestures or "squaring-up" without physical contact etc.)
- Assault including battery
- Attacks on or damage to property belonging to the employee (or to Play Alloa where the employee is present or is made to feel threatened)

### **Reporting Verbal or Physical Abuse**

A paid or unpaid worker who experiences verbal or physical abuse by a service user, parent or member of the public must report the incident immediately to the appropriate person:

- Senior Session Coordinator/Session Coordinator: Angela Ritchie/Liz Blyth
- HR/Finance Manager: Faye Clark
- Senior Project Manager: Maria Malcolm

The appropriate person will advise the worker of the action they will take in response to the incident. Incidents will be recorded, investigated and resolved as quickly as possible.

If a paid or unpaid worker feels the matter cannot be discussed with the manager he/she should report it to the Chair of the Board. The current Chairperson is Bob Davis.

The Chair will document the incident and investigate the matter within 7 working days of being informed and decide, in consultation where necessary with the full board of directors, what action is to be taken.

This may include:

1. The parent or member of the public is no longer allowed on Play Alloa premises.
2. Service users may no longer be allowed to attend Play Alloa.
3. Escalation of the incident to an outside regulatory body, including social work and the Police.

Confidentiality will be maintained wherever possible and the paid or unpaid worker will not suffer any personal detriment in relation to their work at Play Alloa for reporting an incident of verbal or physical abuse.



## **Volunteer Policy**

Charity Number SCO 23344

Company Number 379003



# Volunteer Policy

Play Alloa aims:

1. to provide a range of opportunities where children/adults can play and socialise in an age appropriate and inclusive way
2. to offer respite and support to families and carers
3. to provide valuable voluntary and work experience opportunities for the carers of tomorrow
4. to increase awareness of disability issues and promote the development of life skills, social inclusion and understanding in the wider community

Volunteers make a vital contribution to our aims. We recognise the added value that volunteers bring to our organisation and those who use our services. Volunteer involvement in this organisation does not replace or devalue the role of paid staff.

Within Play Alloa volunteers are currently involved as:

- Board Members
- Volunteer Play Workers
- Volunteer Support Workers
- Volunteer Admin Support Workers
- Volunteer Fundraisers

Play Alloa aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that all everyone is sure of their respective roles and responsibilities;
- the organisation will comply with GDPR in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact in line with our general volunteer support and supervision procedures
- all existing and future policies will be checked as to how they affect volunteers

## **The Purpose of this policy**

By adopting this policy Play Alloa aims to:

- highlight and acknowledge the value of the contribution made by volunteers
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers
- recognise the respective roles, rights and responsibilities of volunteers
- confirm the organisation's commitment to involving volunteers in its work
- establish clear principles and guidelines for the safe recruitment and involvement of volunteers
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers

## **Recruitment & Selection**

Play Alloa will adhere to its Equal Opportunities Policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer application form.

Job descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process.

There will be a requirement for a PVG check which will be highlighted as part of the recruitment process. The safety of our Service Users is paramount and a decision may be made on whether past convictions are relevant or not and whether this may/or may not preclude people from working with us.

All volunteers will be required to provide at least one character reference.

## **Support & Supervision**

Once placed, we will expect volunteers to comply with existing policies and procedures.

All volunteers are covered under Play Alloa's Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following Induction, volunteers will have regular support and supervision meetings with a named contact to identify areas for development, or to discuss any issues.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that we can arrange alternative cover.

If volunteers require a longer break from their volunteering, they should discuss this with their named contact. Play Alloa will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with Play Alloa. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions.

### **Volunteer Expenses**

Volunteers will be able to claim reasonable expenses for their volunteering. Volunteers should discuss any planned expenditure prior to incurring these expenses to ensure that they will be covered by the organisation. The current limit in volunteering expenses for a single journey is £2.50.

NB. The cost of volunteer expenses is covered by a number of specific Grants, so there is an annual limit on the amount that can be claimed. If we reach this limit we will inform our volunteers and give them the choice to continue their volunteering or finish up with us.

### **Problem Solving**

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with by the Development Officer/Session Delivery Manager in the first instance and thereafter by the Senior Project Manager/Board of Directors. If it is felt that the service user's safety or wellbeing is/could be compromised in any way, the organisation reserves the right (via the Senior Project Manager) to ask a volunteer to withdraw their services immediately.

## **VOLUNTEER CHECKLIST**

### **I will expect to be :**

- Introduced to the Play Alloa team
- Introduced to the children/adults attending Play Alloa
- Shown around the working area
- Given guidance on appropriate dress
- Given time to observe service users
- Able to spend time with the mentor and be given support and guidance

### **PLAY ALLOA staff will expect me to :**

- Dress and behave appropriately
- Be punctual
- Ask questions and familiarise myself with staff and service user's names, timetables and routines etc
- Show a willing and enthusiastic approach to all tasks
- Help staff set up and clear away
- Prepare well for activities I have responsibility for
- Observe confidentiality at all times
- Observe all company policies and procedures
- Come with a clear understanding of the requirements of the placement and be able to discuss this with the co-ordinator.
- Respect the decisions of the organisation regarding training needs/support & supervision needs/withdrawal/decisions of the Senior Project Manager.



## **Vulnerable Persons Policy**

Charity Number SCO 23344

Company Number 379003

## Vulnerable Persons Policy

The abuse of vulnerable adults constitutes a clear infringement of their rights and freedoms as citizens. Play Alloa aims to protect vulnerable adults, who are at risk of all forms of abuse, receive a safe sound and supportive service, through the process of identifying, investigating, managing and preventing such abuse. As a service we are committed to promoting equality of opportunity to all members of our community.

- It is every adult's right to live in safety and to be free from abuse or fear of abuse from others.
- It is every adult's right to live an independent life based on 'self-determination' and personal choice.
- An independent life style may involve risk for vulnerable adults. The signatory agencies respect this choice and will support them in making such decisions.
- It is the responsibility of all the agencies and professionals to actively work together to help prevent abuse of vulnerable adults. This will be achieved by raising awareness, empowering people to make their own decisions and putting safeguards in place.
- When a situation is discovered in which a vulnerable adult reports, or is thought to be at risk of abuse, then Play Alloa will react quickly in a coordinated manner to help them to overcome these difficulties.
- Play Alloa recognise that people are discriminated against on the basis of race, culture, gender, age, disability or sexual orientation. We are committed to working with vulnerable adults in a positive manner that values them as individuals.
- Carers have a right for their needs to be considered.
- Policies and procedures are used positively to enhance the overall quality of care-giving and thus aim to protect employees from accusations of poor work codes or misconduct.

### Definitions

**"Vulnerable adult"** describes a person who is an adult (aged 18 or over), **and** who is, or may be in need of, community care services because of frailty, learning or physical disability or mental health difficulty **and** who is or maybe unable to take care of him or herself or take steps to protect him or herself from significant harm or exploitation.

**"Harm"** – for vulnerable adults one refers to the concept of 'significant harm' introduced in the Children Act 1989. "Harm" should be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

**Abuse** is a violation of individual human and civil rights by any other person(s). This definition of abuse includes singular and repeated acts or mistakes. Abuse

may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction, to which he or she had not consented, never could consent to or whose consent was deemed invalid due to a real lack of understanding as to the issue they were consenting to.

1. Abuse can occur in any relationship and may result in significant harm to, or exploitation of the person subject to it.
2. Physical abuse includes hitting, pushing, kicking, misuse of medication, restraint or inappropriate touch or punishment.
3. Sexual abuse includes rape and sexual assault or sexual acts of touching of intimate places to which the vulnerable adult has not or could not consent to and/or was pressured into consenting.
4. Psychological abuse includes emotional abuse, obvious or implied threats of harm or abandonment, deprivation of contact, humiliation, blaming controlling, intimidation, compulsion, inappropriate language, verbal or racial abuse, isolation or withdrawal from services or supportive and/or spiritual networks, withdrawal or omission to provide opportunities and choice including choice of gender of carer.
5. Financial or Material abuse - including theft, fraud, exploitation, pressure in connection with wills property or inheritance or financial transactions or the misuse of misappropriation of property, possessions or benefits. Damage or threats of damage to property.
6. Discriminatory abuse includes racist, sexist opinions, or opinions based on an individual's disability, or other forms of harassment, taunts or similar treatment.

**Neglect or acts of omission** – Failing to act appropriately whether intentionally or negligently. This may include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational and leisure services, the withholding of the necessities of life such as; medication, adequate and appropriate nutrition, information, clothing, comfort, relationships, safety and environment.

**Signs of Neglect may include:**

- An individual showing obvious signs, such as low weight and appearing hungry.
- Soreness, chafing to areas of skin owing to poor personal hygiene.
- Deterioration of condition of skin around pressure areas.
- Changes in behaviour/interaction with staff and other service users.
- Loss of interest in activities.

If you have concerns about an individual's vulnerability at any point in time, please Contact:

Maria Malcolm, Senior Project Manager, Play Alloa  
Tel: 01259 721511  
Email: [maria@playalloa.co.uk](mailto:maria@playalloa.co.uk)



## **Whistleblowing Policy**

Charity Number SCO 23344

Company Number 379003

## Whistle Blowing Policy

### Definition

Whistle Blowing is raising a concern about malpractice within an organisation or through an independent structure associated with it.

### Protection

Play Alloa is an organisation committed to delivering a high quality service, promoting organisational accountability and maintaining public confidence.

This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The act covers behaviour, which amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to Health & Safety of an individual and / or environment
- Deliberate concealment of information about any of the above.

It is not intended that this policy be a substitute for, or an alternative for Play Alloa's formal grievance procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for paid and unpaid workers to raise, in good faith, a concern they may have about misconduct or malpractice.

Employees and Volunteers are entitled to expect fair and reasonable treatment from the employer and colleagues. Play Alloa has in place formal procedures that paid or unpaid staff can use if they feel they have been unfairly treated or discriminated against. They can seek advice from a trade union, a lawyer, or others as they see fit.

It is important to pass on **ANY** incident/concern that you might have. This might be a small or a major concern – BUT ALL CONCERNS MUST BE PASSED ON.

Play Alloa accepts that there may be rare occasions in the organisation when situations arise which are illegal, improper or unethical, or which are otherwise in conflict with the codes of practice of social service workers and employers. It is committed to providing paid and unpaid staff with an effective mechanism for dealing with such situations.

### Whistleblowing Procedure

A paid or unpaid worker who, acting in good faith, wishes to raise such a concern should normally report the matter to the appropriate person:

- Session Coordinator/Senior Session Coordinator: Liz Blyth/Angela Ritchie
- HR/Finance Officer: Faye Clark
- Senior Project Manager: Maria Malcolm

The appropriate person will advise the worker of the action they will take in response to the concerns expressed. Concerns should be recorded, investigated and resolved as quickly as possible.



If a paid or unpaid worker feels the matter cannot be discussed with the manager he/she should report it to the Chair of the Board. The current Chairperson is Bob Davis.

The Chair will document the paid or unpaid worker's concern and investigate the matter within 7 working days of being informed and decide, in consultation where necessary with the full board of directors, what action is to be taken.

This may include:

4. Escalation of the issue to an outside regulatory body or in extreme cases, the Police
5. A decision that the issue does not fall within Whistleblowing categories as shown & that the issue raised can be dealt with through the organisation's own grievance procedure.

A disclosure made in good faith to the Manager or Chairperson will be protected.

Confidentiality will be maintained wherever possible and the paid or unpaid worker will not suffer any personal detriment in relation to their work at Play Alloa as a result of raising a genuine concern about misconduct or malpractice within the organisation.

Contact details are as follows:

Mr Bob Davis

[bob.davis@structuraltimber.co.uk](mailto:bob.davis@structuraltimber.co.uk)

Maria Malcolm

[maria@playalloa.co.uk](mailto:maria@playalloa.co.uk)

Faye Clark

[admin@playalloa.co.uk](mailto:admin@playalloa.co.uk)