



It's all about play.



SKOOL IS OUT

**Information
Booklet for Parents and Carers**

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AIMS AND OBJECTIVES

At Skool is Out our staff dedicate themselves to bringing out the best in your children. We aim to offer parents flexible and affordable childcare in the warm, caring, safe and friendly environment of our child-centred clubs. We offer both after school care and holiday care. The environments of our clubs provide children stimulating, constructive and challenging activities in a structure which is responsive to the children's individual needs and that provides flexibility and choice.

How do we do this?

- By putting the care and safety of the child/children first by having policies and procedures in place for the day to day running of the service, assessing risks of play activities and the play environment, indoors and outdoors, and ensuring that all staff are vetted according to legal requirements.
- By ensuring all staff employed by Skool Is Out are qualified at the appropriate level for their position, that Practitioner and Support staff are registered with the SSSC (Scottish Social Services Council), and that staff are given every opportunity to attend relevant training workshops, particularly in the areas of Child Protection, First Aid, Allergy Awareness, Moving and Handling and Food Hygiene.
- By acting as a best-practice employer in our management and training of staff and ensuring our staff are involved in the full life of the service.
- By providing children with an atmosphere that differs from the school environment and offering a wide variety of resources and equipment for both indoor and outdoor play to enable them to realise their full potential. We also ensure that children are very much involved in the planning of their activities, outings and layout of the environment at the club. Children will be encouraged to assist the staff in the selecting of new resources and by requesting a variety of play activities. Many of these suggestions are made by our democratically elected 'Child Council'.
- By establishing a clear contract, and good communication, with families so that the club can run smoothly. Making sure that all children and their families can feel comfortable in the knowledge that the staff at the club are there to support and encourage their child/ren. Where children might require additional support the Peripatetic Manager and staff will ensure that the family is given individual attention and support to ensure that their child/ren's needs are met. If it is found that Skool Is Out might not be able to meet a child's specific needs within the club, we will seek relevant advice and support from outside organisations.
- By having a clear policy on the behaviour that is expected from the children attending the club and the consequences of unwanted behaviour.
- By liaising with parent users of the club regularly and obtaining feedback from both children and parents/carers in all aspects of the service, enabling improvement and changes where necessary.
- By promoting the health of the children attending the club by providing a healthy snack, a clean environment, good hygiene practice, and providing fresh air and a variety of opportunities for exercise.

Company history

Skool Is Out started life in 2002 when Sheila Fox (Director) took advantage of funding available to open a much needed after school club within the area of Marchmont/Bruntsfield (there was, at that time, a real shortage of good quality out of school care and no holiday care or early morning care for the pupils of James Gillespie's Primary School (JGPS). Skool Is Out opened its doors at JGPS with a breakfast club in August 2002 followed by the opening of the after school club in October 2002 at Barclay Centre, known as 'Little Foxes'. In 2003 our holiday camps began, enabling other schools in the community to use our service. We set out to bridge the gap and to offer a high quality service to the families of schools within the local community. Sadly our breakfast club at JGPS closed to lack of demand in 2008 and in January 2010 JGPS and Skool Is Out made the decision to move the out of school care service from the school to our venue at Barclay Viewforth Centre which merged all our services together under the one roof. In 2010 Sheila stepped away from the position of Peripatetic Manager to split her time between family commitments of grandchildren and focusing on directing the business and supporting the Peripatetic Manager.

Skool Is Out have seen many changes over the years both with the increased demand for out of school care and the legislative changes that have taken place within this sector. These changes have enabled Skool Is Out to become a high quality service that strives to meet the needs of the whole family and employs staff who are qualified professionals in childcare, and can bring a variety of skills and experiences into the workplace.

We now operate from two venues: one at Barclay Viewforth Centre for P1 – P3 children, and a second centre at Bruntsfield Centre for P4 –P7 children. The opening of the venue for the older children has given them much needed space and independence and has improved the quality of care for both our older children attending and the younger children, allowing our staff to focus on the needs of the differing age groups more easily.

Since September 2016 Skool Is Out has restructured our senior staffing hierarchy and have in place a Peripatetic Childcare Manager supported by an Administration Manager and Play Coordinators at each of our club venues.

Who inspects our service?

Our service is inspected by SCISWIS (Social Care and Social Work Improvement Scotland), known 'every day' as The Care Inspectorate (previously the Care Commission.) As a day care service we must comply with the National Care Standards for Early Years and Childcare which we use to provide guidance in the day to day operation of our service. The National Care Standards state that care services in Scotland should offer;

- Dignity
- Privacy
- Choice
- Safety
- Realising potential
- Equality and diversity

Our latest inspection was carried out in November 2016. You can find a copy of the inspection report on the Care Inspectorate website, or at www.skoolisout.com .

Skool Is Out @ Barclay Viewforth Centre (P1-3)



Skool Is Out at Barclay Viewforth Centre offers after school care for primary 1-3 children from schools within the local community. The club is situated adjacent to the Meadows' park within close proximity to bus services into the city centre. Children are met at their respective schools by our dedicated staff and are escorted safely via 'Walking Bus' to the venue. All of our staff wear fluorescent orange tabards making them clearly visible to the children, and we have designated collection points within each of the busy school playgrounds to ensure children know where to go to be collected (primary 1 children will always

be collected from within the schools/classrooms for increased safety and security). All children up to P4 are also required to wear fluorescent tabards, ensuring they are safe and visible at all times.

Skool Is Out is registered to take up-to **90** children within the Barclay Centre, spread across three different rooms – Bruntsfield Hall, Chalmers Hall & Lauriston Room. The upper Bruntsfield Hall provides a spacious, warm and bright hall and is the largest of the 3 rooms with a capacity of up to 65 children. We can also access on-site kitchen facilities for the preparation of snack and to allow the children the opportunity to participate in baking activities. The Lauriston Room is an ideal base for art activities, as well as being a perfect space to offer classes, workshops and one-off projects. At the beginning of each new school session a dedicated space is set aside for the new P1 children when they commence after school club, providing them with their own space to assist them in settling into this new environment. Throughout the year we slowly integrate all the age groups together, with some of our primary 3 children often helping out in the primary 1 room. With the Meadows and Bruntsfield Links on the doorstep, children are able to enjoy fresh air and exercise each day. We also utilise the school playground at James Gillespie's Primary for outdoor play at the end of the school day. The staff endeavour to utilise these outdoor play spaces daily, making Barclay Viewforth an ideal location for physical and outdoor play and sports activities.



On a Friday the clubs merge and children from primary 1 to primary 7 gather together at Barclay Viewforth Centre.

BARCLAY CENTRE OPENING HOURS

Monday – Thursday: 2:50pm – 6pm
Friday: 12 noon – 6pm
In-service days: 8.15am – 5.45pm
School Holidays: 8.15am – 5.45pm

Skool Is Out Breakfast Club @ JGPS

Since August 2016 we operate a Breakfast Club from the gym hall at James Gillespie's Primary. Our Breakfast Club runs daily from 7.45am until 8.45am and is open to all children who attend James Gillespie's Primary. Please request further information about our Breakfast Club separately.

Skool Is Out @ Bruntsfield Centre (Mon to Thu P4-7)



Skool Is Out at Bruntsfield Centre offers primary 4-7 children a relaxed, friendly, and social environment where they can meet with friends and engage in free play, outdoor play and planned/structured activities.

Our experienced staff team pride themselves on their interactions with the children and offer a range of stimulating, structured and planned activities including art, physical games and self-directed play. Our team plan regular outings to local places of interest such as museums, local parks and swimming pools. Outings normally take place on a Friday afternoon when the P4-7 age group are based at our Barclay Viewforth venue with the other P1-3 children.

Our Bruntsfield venue utilises three separate indoor play spaces as well as a dedicated on-site outdoor play space. Our senior staff team also endeavour to offer frequent outdoor play, utilising the large green space of the Links opposite the venue, as well as school playgrounds at James Gillespie's, Bruntsfield and Sciennes Primary Schools.

A large part of our ethos for this venue is to help children in the transition to high school. We aim to help children build friendships with others in the local community and to ease their transition into high school.

Skool Is Out @ Bruntsfield Centre is registered for 60 children in the building at any one time. The Centre has a large upstairs hall registered for up-to 48 children and two further rooms downstairs for workshops, projects and games. We have brand new kitchen facilities adjacent to the main hall that are used for snack preparation and cooking activities. Our downstairs play spaces include 'Room2', which can accommodate up-to 8 children at any one time and has sofas and is a cosy room for socialising, reading and playing electronic games such as the X-Box and Nintendo Wii, and has access to our private outdoor area where the children can enjoy playing basketball and soft ball games in the fresh air and safe confines of this area. We also have use of 'Room 3' within the building; this room can accommodate up-to 12 children and is predominantly used as a base for our primary 6 and 7 children.



On a Friday, as there are fewer children attending the service as a whole, all children are based down at Barclay Viewforth Centre where the P4-7 children integrate with the younger children, allowing siblings to play together and providing an opportunity for the older children to assist the staff team in helping play and support the younger children attending.

BRUNTSFIELD OPENING HOURS

Monday – Thursday: 3.20pm – 6pm

Friday: 12 noon – 6pm (Based at Barclay Viewforth Centre)

N.B. Children can be escorted to Barclay Centre (Monday to Thursday) at the end of the after school club session for collection with younger siblings, where required.

In-service days: based at Barclay Viewforth Centre 8.15am – 5.45pm

MEMBERSHIP AND FEES

Membership

Membership is open to parents/carers of pupils within the local community, regardless of religion, race, gender, marital status, sexual orientation or disability. Parent/carers can also access the club on an ad-hoc, pay-as-you-use basis when required, subject to availability of places. We are currently operating a waiting list on all days, with families being contacted as soon as a place becomes available.

Membership fees

Previously we invoiced parents for a termly registration fee to assist with processing and administration costs, however, from August 2014, our 2nd and 3rd term's membership fees are incorporated into annual childcare fees meaning families are only invoiced for this fee once, at the beginning of each new school year. Annual membership fees are currently £45.00 (for one child); £75.00 (for two children); £105.00 (for three children).

Childcare fees

The up-to-date childcare fees can be found on our website and are also displayed at our clubs or can be requested from the Skool Is Office.

A sibling discount of 5% will apply to all after school care for additional children (with the exception of full time children who already receive a discount on their childcare) and a 10% discount for holiday care for siblings' childcare only (activity costs are charged separately). Please note the discount will not apply to the in-service days, public holidays or any emergency childcare services (school closures, etc.)

Additional services

We offer an additional collection service for children attending James Gillespie's and Bruntsfield Primary PTA after school club activities (held on-site at school premises only), and charge a nominal fee charge for escorting to or collecting from these clubs. This is an additional service that is offered subject to demand and staffing availability. Further information regarding these services will be sent to all new families upon enrolment.

Calculation of fees

Your monthly instalment of fees are calculated by adding the number of days you have booked over the school year and multiplying this by your daily childcare fee rate. We then divide this by 12 months to give a regular monthly instalment. Please note that bank holidays, in-service days or any other pre-arranged school closures are not counted in these calculations. For children starting part-way through the year, we divide fees between the numbers of months remaining in the school year, or can invoice parents separately for the specific days they require.

Method of payment

We prefer that your fees are paid by standing order or by childcare vouchers (if parents are linked to a relevant scheme through their place of work). Initial instalments of fees are due prior to children commencing after school care and this acts as a deposit for your childcare, keeping your child's place at the club open until they start. We appreciate that some families may wish to be invoiced monthly for their childcare fees – please contact the Administration Manager to arrange a suitable payment plan. We do not accept payment for fees by cheque and we do not currently have the facilities to accept payments over the phone.

Fee Payments

After re-registration in April of each year you will receive new payment information for the new school session in early June. Parents should ensure they make the necessary amendments to their fee payments to take into account new fee rates, and you should ensure that previous standing orders to us are cancelled and that new payment methods are set up annually. It can cause significant administrative issues for us when trying to reconcile fee payments if parents have not cancelled the previous year's instalments. Failure to set up your new fee payments by the required date, or subsequent failure to ensure fee payments reach our account by the agreed date, will result in an automatic fine of £5.00 for every week your fees remain unpaid.

Fee payment due date

We request that all childcare fees are paid on the 20th of the month either by standing order, childcare voucher, cheque or cash invoice, and must be cleared into the Skool Is Out bank account no later than the 26th of the month. Failure to ensure clearance of your fees by the 26th of the month will result in an automatic late fee fine of £5.00 being applied to your account for each week your fees remain outstanding. Continual failure to pay the fees by the due date may result in Skool Is Out withdrawing your child's place at the after school club. It is acknowledged that some childcare voucher schemes will not allow payment to be made on the 20th of the month, if this is the case please speak directly with the Administration Manager to discuss individual alternative arrangements.

Delayed start date

Any parent booking their child into the club but delaying the start date for any reason must still pay to retain their child's place, or it may result in the place being offered out to another child.

Children off sick or absent

Fees are still due to retain your booked place at the after school club even if your child is off sick or absent for any other reason.

Swapping days

Booked days cannot be swapped for another day of the week without incurring an additional fee for the separate booking of that day. Four weeks' notice is required for any changes to days of attendance to enable us to ensure correct staffing is in place and to offer places to children on our waiting list. One-off, additional day bookings are welcomed, subject to availability.

Notice period

Please note that Skool Is Out requires four weeks' notice, in writing, if a placement is terminated or a change is required to the days booked with the club. If you decide to reduce your childcare or cancel your place at the after school club we will then re-calculate your actual usage and compare this with what you have paid so far, given that payments are spread throughout the school year. This may result in you having a credit or deficit on your account at the point of recalculation.

Intake policy

We operate waiting lists at both our Barclay Viewforth and Bruntsfield venues and places are allocated out to families as and when availability materialises on our daily registers. Places are offered on a first come/first served basis, although children attending James Gillespie's Primary School are prioritised as we are the main childcare provider for this school. When a place does become available the Manager will contact you to confirm if you wish to proceed with taking the place. We have on-going changes to our registers and our numbers do tend to fluctuate, so we are able to accommodate many families' childcare

requests throughout the year. Ad-hoc days can be booked subject to availability and, particularly on a Friday afternoon, we strive to offer a more flexible arrangement if you do not require use of the service on a regular, weekly basis.

Children attending Nursery can be registered for after school care in January of the intake year for Primary 1, but not before. It is, however, recommended that parents do not delay registration in the New Year. Nursery children registering at the club as early as January may not be advised immediately of a place due to the necessity of confirming re-registration of current children using the services and their requirements for the new session. Details and confirmation of places for new children is usually confirmed by May. If you have a sibling who requires after school care in the next school session we advise registering the sibling in November of the previous year to ensure they will have at a place at the after school club.

Enrolment

To enrol your child with Skool Is Out we must have the return of the following;

- registration information for completion electronically or registration form completed in full and signed by parent/carer prior to commencement of childcare
- membership fee payment
- Parent contract of agreement read and retained for your own records

If the relevant forms are not returned prior to your requested start date, Skool Is Out will be unable to accept your child/ren into the after school club or holiday club. We would also kindly request that you discuss with the Childcare Manager any issues regarding your child's needs and requirements that might affect their enjoyment of the club or the enjoyment of other children attending. The after school club is a busy environment and therefore it is helpful for the staff to know in advance of any additional needs your child might have, or any behavioural concerns that your child may present, so that they can ensure your child's needs are being met and that staff can fully support child/ren to make the most of their time at the after school club. Please also make us aware of any allergies or medical conditions concerning your child so that the staff can take the appropriate measures to make sure your child can safely enjoy our clubs.

STAFF

Employment

Selection of staff is based solely on ability to meet the requirements of the post. There will be no discrimination on the grounds of religion, race, gender, marital status, sexual orientation, disability or age. Skool Is Out employs a team of professional and dedicated staff, with a balance of skills, ages, ethnicity, work experience and life experience to provide quality care and activities for your children. Skool Is Out employs the Care Inspectorate's Safer Recruitment Practices when advertising for and employing new staff.

Recruitment

All staff must go through a background safety check and must register with the Protection of Vulnerable Groups (PVG) Scheme. All new staff must register with the PVG scheme prior to commencing their employment or, if already registered, undergo a further enhanced Disclosure Scotland check, specific to our organisation. All current staff are PVG certified and will have an update to their PVG every 3 years within the company. All of our permanent Practitioner and Support Playwork staff are registered with the Scottish Social Services Council (SSSC) within 3 months of taking up employment, in line with current legislative requirements. To meet the condition for registration staff are required to hold, or to gain within an allotted timeframe, a relevant childcare qualification for their position within the company.

Recruitment of staff is influenced by a number of factors, including level of experience, suitability for the available position, and qualifications relating to childcare or a willingness to work towards a qualification whilst with the company. New staff are required to produce two references from their most recent employers in the recruitment process. Prospective new employees also attend a two stage interview process with a formal office-based interview followed by a practical trial session at the club venue where they are interviewed and analysed by the staff team and children.

Training is given to staff regularly in all aspects of childcare specific to the needs of children attending out of school care clubs, specifically Child Protection, First Aid, Managing Challenging Behaviour and Food Hygiene.

Day-to-day staffing

Our clubs are managed on a day to day basis by the Peripatetic Childcare Manager. Each club is run by an experienced and qualified Play Coordinator, with assistance from Senior Practitioner Playworkers, Practitioner Playworkers and Support Playworkers. We also have a bank of Casual Support Playworkers who assist at the clubs periodically. The Childcare Manager operates peripatetically, splitting her time between our Barclay and Bruntsfield venues, overseeing the running of the clubs and ensuring that staff are following the policies and procedures of Skool Is Out and that the correct ratios of staff to children are observed (in accordance with Care Inspectorate guidelines). The Childcare Manager will also be on hand at both venues regularly to interact with parents and answer any queries they may have.

The Play Coordinators are responsible for the day-to-day operation of activities at our respective venues, ensuring quality activities are planned and undertaken daily. Skool Is Out have allocated primary 1 Key Workers from our Practitioner staff to ensure new children settle in at the after school club. The Director, Sheila Fox, meets with the Childcare Manager and Administration Manager in the Skool Is Out office on a weekly basis to ensure that policies and procedures are being adhered to and to provide support and direction to the in their day to day duties, where necessary.

Diversity, Inclusion and Anti-Discriminatory Practice

At Skool Is Out we celebrate diversity and inclusion. Children will be valued as individuals and encouraged to respect and value each other. Activities and materials used will convey positive images of ethnic and cultural diversity. Bullying and stereotyping will be actively discouraged, and this will be made explicit to all children attending the club.

Skool is Out recognise that children may have individual additional support needs and will work with families to ensure that a plan is put in place at the time of registration, or whenever the need arises. If your child has additional needs, please indicate this on the child registration form and speak to the Childcare Manager directly. It is important that Skool Is Out have this information on file in order to provide adequate levels of support for your child and to ensure they get the most out of their time at the club. Staff are given the opportunity to attend training workshops to gain skills in supporting children with additional needs. There are also staff within the team who may be assigned as a Key Worker for any child/ren with additional needs and many of our staff team have attended training workshops in Managing Challenging Behaviour, Autism Awareness and Management of Additional Needs. We also utilise additional support from Capability Scotland to assist with offering support to children with identified additional needs, where required.

COLLECTION OF CHILDREN

P1 – P3 children

Our staff collect children from their respective schools and escort them to the after school club premises via Walking Bus (children walk hand-in-hand wearing fluorescent tabards for high visibility). Our staff have clear policies on what they have to do if a child does not appear who is down on the register and is expected to be collected. The member of staff in charge of the register will follow the clubs policy and procedures for missing children, limiting unnecessary panic or distress for both parents and staff. It is also vital that parents/carers reinforce the importance of the clubs' meeting point within the school building or playground to ensure children are in the correct place for collection.

Each of our schools has a specific meeting point within the school building/playground. We request that parents/carers please inform your child's class teacher of their attendance at the club. Due to the number of children attending from James Gillespie's Primary school we provide the school with a register of P1 and P2 children attending the after school club on a weekly basis. Primary 1 & 2 children from Gillespie's are collected from within their classrooms, ensuring a safe handover of children to our staff. Children should also be made aware each day if they are to attend the after school club as occasionally they may forget and go off to play with friends resulting in staff having to follow the Missing Children Procedure. Staff will undertake the following if your child does not appear for either the walking bus or for registration at the club:

Missing Child Procedure

In the first instance staff will thoroughly search the playground to ascertain if the child has wandered off and left the group, perhaps playing with a friend, especially any new children when they first commence at the after school club and are not used to the routine.

If a child cannot be located the staff will phone the Play Coordinator to determine whether they have more recent information about the attendance of the child (that may not have been provided at the time of leaving for the pickups.) Staff will then check that child has not been collected by their parent/carer and will maintain vigilance in the playground and liaise, when necessary, with other parents/staff and the school.

Failure to locate the child will result in the following procedure being applied:

1. Staff will confirm with the class teacher if the child attended school that day. Even if the teacher confirms to staff that the child was absent, the Childcare Manager/Play Coordinator will still seek to contact parents for confirmation.
2. If a child was registered to attend the club and did not meet the staff at the designated point and staff had confirmation from the school that the child was not absent, the staff member would alert the school and make telephone contact with the parent/carer immediately. Confirmation with parent/carer will be sought with regard to the child's attendance.
3. If it is established the child has gone missing, and the school has been checked thoroughly, and all phone contacts for the child have been exhausted, then the Peripatetic Childcare Manager, after liaising with the staff at the child's school, would contact the local police station immediately to report missing child giving full details. The parents would be informed of this immediately.
4. A full report would be written up by the Play Coordinator and Childcare Manager, signed by the staff involved and a copy given to the parent/carer, police, school, Care Inspectorate and director, Sheila Fox.

Instances of this nature are extremely rare and we wish to reassure parents/carers that our procedures are extremely thorough. It is, however, vitally important that parents/carers notify staff in advance of any absences to avoid this procedure being carried out.

P4-7 children

Children attending our Bruntsfield venue will make their own way to designated collection points within school grounds for collection, following similar procedures to those of the P1-3 children (above). Children who are in Primary 6 and 7 can also have permission forms signed for them to make their own way from clubs based at their respective schools to our Bruntsfield venue, subject to agreement between parents and senior staff at Skool Is Out.

What parents can do to help us

Please remind your child/children that they must sign in with the Skool is Out staff and not leave the school premises unattended. It is helpful if parents/carers remind their children whether or not they are going to the club on specific days.

Please telephone the club in advance to inform us if your child will not be attending for any reason. A great deal of time can be wasted searching for children that we assume will be attending and it means other children are often kept waiting as a result.

If another adult will be collecting your child, please inform us of this in advance, and let us know their name. We will ask for identification if there is any doubt about this. We also may phone you directly if there is any doubt and this may result in a delay to your child going home if we are delayed in making contact with you. This can also delay the transport of other children. The safety and security of all children is our primary concern. If another adult is collecting your child/ren from the after school club venue they will be provided with a password for collection (the password is usually the month of the year).

Please inform your child's class teacher that they will be attending the after school club which enables the schools and Skool Is Out to liaise together if necessary regarding any doubts about a child's attendance.

GENERAL CLUB INFORMATION

In-service days/school holidays

We are open on in-service days and during school holidays, based at Barclay Viewforth Centre or at our Bruntsfield Centre. We are, however, closed for the Christmas holiday break and on bank holiday Mondays throughout the year.

Our holiday programme is uploaded to our website and emailed to all families upon completion. To book a place during the school holidays it is advisable that you contact the office in advance to ascertain availability of a place. We then request fully completed booking forms and payment for both childcare and activities within three days to confirm provisional bookings. We advise early booking of in-service and holidays to avoid disappointment, as our camps in particular do tend to fill up very quickly.

Outings

Full risk assessments for outings are carried out by the Childcare Manager and Play Coordinators along with the staff team, and written permission sought from parents/carers prior to embarking on any outings. Children will be involved in on-the-spot and ad-hoc risk assessments with the staff and made aware of safety issues both within and out-with the club environment. On most outings (particularly those with

larger numbers of children) staff will be allocated a small group of 6-8 children that they are responsible for. Prior to leaving the club for an outing a thorough register will be taken, and there will be a head count of the children upon leaving the premises and all staff and children will wear hi-vis, easily identifiable fluorescent tabards. The Childcare Manager/Play Coordinator will undertake regular head counts of the children to ensure all children are accounted for. Registration details of all children will be taken on trips and outings and staff ratios will be worked out based on numbers of children and needs of children attending the outing.

Primary 1 Children

Skool Is Out arrange a P1 information and induction afternoon prior to the P1's commencing school in August. This provides an opportunity for parents to meet with the Childcare Manager and Director of Skool Is Out and to receive important information about the P1 settling in process, and ensures that the Childcare Manager has all the important paperwork in place for each child. We also create a play space for children to meet other primary 1s and to take part in a selection of activities to give them a flavour of after school club life and an opportunity to meet other P1 children and our staff team.

As the sole out of school care provider for James Gillespie's Primary School we are invited to give a presentation of our service to P1 parents during the P1 induction afternoons during June of each year. This provides a useful platform for providing information about our service.

Snack

The children are offered a small, healthy snack on a daily basis, usually served upon their arrival at the club. Snacks offered include breadsticks, carrots and dips; crackers and cheese; crusty bread and jam; and a variety of fresh fruit and vegetables. Children are very much part of the decision making process for snack and are asked to give feedback on the snacks offered, as well as being involved in regular consultations regarding snack provision. We follow guidance based upon the Inspired Healthy Eating document from SOSCN and the Healthy Eating in Schools publication from the Scottish Government for our snack provision.

Emergency childcare

Skool Is Out will generally be open for business when the schools close due to the following: teaching strike, polling/election days, in-service days and school closures due to unforeseen circumstances such as adverse weather conditions. As Skool Is Out cannot anticipate these emergency closures and all of our overhead expenses remain the same, we may not be in a position to offer a refund if your child does not attend for any reason as this could cause serious financial implications and jeopardise the sustainability of the service.

Allergies

Please ensure that you notify the club of any allergies that your child/children may have. The majority of our Practitioner and Support Playwork staff team are First Aid trained and will have training in allergy awareness and anaphylaxis treatment and EpiPen administration. Parents and carers can be confident that the staff of Skool Is Out are working closely with families to ensure that any child with a severe allergy will have a relevant care plan and that staff are aware of the steps to take with any child presenting an anaphylactic reaction during the club hours. We will also endeavour, where possible, to provide additional snacks for any children with food allergies.

Medical conditions

Please ensure that you notify the club of any medical condition that your child suffers from so that a care plan can be drawn up to ensure that your child is provided with the appropriate support for their needs, and medication if required. Skool Is Out do not provide stock medicines such as Calpol for children. If your child

is in need of medication this must be provided by parents/carers with written consent indicating medication required and its frequency before Skool Is Out staff can administer any medications.

Activities

We offer a wide range of differing activities to keep your child/children entertained and stimulated in the after school club environment. The children are encouraged to develop new and existing skills through safe, structured activities which include:-

- Arts and crafts
- Group games/challenges, sports and outdoor games
- Drama, music and dance activities
- Board games, books, toys and games
- Dolls, puppets and dressing up
- Outdoor and risky play
- Self-directed and free play

The staff will work closely with the children to ensure the club is child centred, and the children have input and give feedback on the activities and equipment that is available to them. Occasionally outside organisations will be invited in to offer workshops for the children; these can include dance and hula hooping workshops, football coaching and art workshops. Within the club programme of activities outings are encouraged and children are very much involved in the process of deciding where they would like to go. Skool Is Out also encourages parents to give feedback on our trips and outings, as well as giving them the opportunity to suggest any other ideas for trips.

Child Council

Each of our venues have an elected Child Council that meet regularly to discuss ideas, suggestions and feedback about the after school clubs.

CHILD PROTECTION

Child protection

Skool Is Out has a Child Protection Policy which is available to view within our policies and procedures at our venues or can be viewed on our website www.skoolisout.com .

The Childcare Manager is the Child Protection officer for Skool Is Out Ltd and our Assistant Manager is acting Child Protection officer in the event of the Childcare Manager's absence.

Child Protection training for staff

All staff employed by Skool Is Out Ltd. will receive Child Protection Training every three years, as well as annual in-house training refreshers. Skool Is Out works closely with local schools and employs the GIRFEC model to ensure children's wellbeing needs are being met.

Giving comfort to your child/children

In accordance with Child Protection guidelines, Skool Is Out staff will give comfort to your child/ren if they are distressed or may have to lift your child if they have fallen over or have been injured in any way that might make walking painful. Comfort might take the form of a child wanting a hug from one of the staff; holding a hand; an arm outstretched to reassure a child. Skool Is Out staff will not give a child a hug if they do not want it. Skool Is Out staff will discourage children from sitting on their knees and bring a chair close so the child can still be near them.

POLICIES AND PROCEDURES

Policies and Procedures

The full policies and procedures of Skool Is Out are available to view at the club and on our website and we encourage parents/carers to look through them. All of our Policies and Procedures are orientated around the United Nations Conventions of the Rights of the Child.

The aim of Skool Is Out is to create a harmonious and positive environment for your child/children to play and develop. We prevent problems by careful observation and skilful intervention, and it is our policy to discuss ways of settling conflicts or disputes with the children. We will encourage children to respect, help and share with one another. The club will promote a warm, caring atmosphere where children can play safely, feeling secure. It is, however, necessary to have a disciplinary policy to ensure consistency in the approach taken by staff members. This policy is set out below:

Promoting Positive Behaviour

Skool is Out aims to promote positive behaviour by treating everyone connected with the club with dignity, respect, equality and fairness at all times; by creating a safe and secure environment free from bullying, harassment and discrimination; by ensuring that users are free from exploitation and abuse. We will achieve this by;

- Valuing each child and young person as an individual regardless of race, gender, ability, disability, culture, religion or family background
- Ensuring that staff interaction with the children builds confidence, encourages new learning skills and values the contributions of children within the club
- Having in place a range of positive behaviour strategies, including certificates, rewards and promoting a positive image of helpful and responsible behaviour amongst their peers
- Linking in with primary schools where appropriate to ensure that children can receive recognition from outside the club for their positive behaviour
- Working with parents and carers to promote positive behaviour and deal with difficult behaviour.
- Encouraging the staff to establish positive working relationships with each other and with parents and carers, children and young people
- Having a code of behaviour that is consistently applied and working in collaboration with the children to establish the ground rules of the club
- Encouraging the participation of the children in the life and work of the club
- Ensuring that staff are trained to recognise harm, abuse, neglect, bullying and discrimination and that they actively challenge and respond to such behaviour in a caring and sensitive manner without threatening or using physical punishment or emotional or verbal abuse
- Encouraging the children to take responsibility for their own behaviour
- Having a safe environment that meets all relevant legislation and by carrying out regular risk assessments both indoor and outdoor

Procedure for implementation;

- Staff will ensure that they know all children's names and all children are greeted on arrival by name and with a smile. Staff will ensure that the environment reflects Skool Is Out policy for inclusion and promotes positive images of differing cultures and backgrounds in the form of posters, books, equipment etc.
- Staff will interact with all children and praise their contributions, utilising staff skills to encourage and enable new skills to be learnt by children. Staff will be clear and specific about why children are being praised.

- We will continue forming positive relationships with parents. This will involve staff introducing themselves to parents to build good relationships and providing positive daily feedback about their child's play. If any unwanted behaviour has occurred staff will recognise the need for confidentiality when feeding back to parents.
- Staff are given clear guidelines of the Skool Is Out Child Protection Policy during induction. Staff are trained annually in Child Protection and this is an on-going topic throughout staff meetings
- Consulting with children on a regular basis regarding the life and work of the club including, rules, planning of activities, snack, timings of activities, setting up of the hall, equipment purchase, outings etc.
- Staff and children encourage positivity throughout club life, use positive and encouraging language when engaging with children.
- Our Kid's Council provides a forum for children to provide feedback and air their opinions

The environment we want to create

Staff of Skool Is Out will provide an environment that:

- encourages each child to feel valued;
- encourages each child to feel safe, comfortable and that children can see that staff are treating all children in a fair manner ;
- uses warm and respectful relationships between adults and children as the basis to praise and encourage positive behaviour and discourage negative behaviour;
- have a minimum number of essential rules - "do's and don'ts" - for children, which are iterated and explained frequently for their safety and enjoyment of the club.

Unacceptable behaviour within the club

Skool Is Out's behaviour policy details examples of unacceptable behaviour from both children and adults, and measures implemented to prevent these in future. Unacceptable behaviour from children includes (but is not exclusive to);

- not listening to instructions from staff
- not adhering to club policies with regard to safety and putting the safety of themselves and others at risk
- showing no consideration of others
- disrupting activities within the club, be it register time or an outing with the club
- bullying, including not respecting other cultures or family circumstances
- using foul, abusive or aggressive language
- rudeness to staff or other children
- using physical violence against staff or other children
- disregard to equipment provided by the club

We acknowledge that some children may require additional support with promoting positive behaviour. Please note the above list is not exhaustive.

Unacceptable behaviour within the club or environs from adults includes (but is not exclusive to);

- shouting at the staff of Skool Is Out, children or other adults
- swearing at the staff of Skool Is Out, children or other adults
- humiliation of Skool Is Out staff, children or other adults
- intimidation (verbal, physical or otherwise) of Skool Is Out staff, children or other adults

We request cooperation of parents/carers in avoiding displaying the above unacceptable behaviours within the club or environs in front of other adults or children. If there is any sensitive issue or conflict that requires discussion, Skool Is Out will arrange for a meeting to be conducted in a private environment at a mutually convenient time. We would ask for your cooperation in working out a suitable time to discuss any issues or concerns that you may have.

Consequences of unacceptable behaviour from children within the club and environs

In all cases staff will talk to the child/ren and ask them about their behaviour or actions why it may upset or displease others. Staff will be clear that it is the child's behaviour, and not the child him/herself, that is being questioned. Staff will also praise any child who shows restraint and who does not repeat an unacceptable form of behaviour.

Skool Is Out will implement a Traffic-Light system with regard to unwanted behaviour management. Staff will adhere to the following methods of behaviour management, as appropriate to the situation, if they feel a child's behaviour is unacceptable:

Step 1: Verbal Warning (Green Light)

In the first instance, a verbal warning or reminder would be offered to a child to indicate that their behaviour is unacceptable in the hope that they would stop the unwanted behaviour. Children who break club rules or display challenging or inappropriate behaviour will, in the first instance, be offered one verbal warning by staff. Staff should adhere to the following procedures when issuing a verbal warning (Green):

- Staff will calmly ask the child/ren which rule they think was broken, how this could pose a risk to the child's safety/be hurtful to others, and what the child could have done instead.
- Staff will also reinforce our Behaviour Management Policy and explain the consequences of any subsequent warnings.
- Through their knowledge of each individual child our staff team will, at this initial stage, be mindful that any unwanted behaviour may be a signal of emotional distress and staff will be prepared to support the child accordingly.

Step 2: Second Verbal Warning and Final Reminder (Amber Light)

A final reminder (Amber) will be given if the child does not comply or repeatedly disobeys instructions or requests from staff. The final reminder will outline the consequences of the child's continued misbehaviour. Staff should explain that the child may be prevented from participating in certain activities that day, for example, use of technology and tablets, baking activities, trips to the park etc., if their behaviour does not improve. Children will always be given an chance to rectify their behaviour and win back the opportunity to participate.

Step 3: Reflection Time and a Plan of Action (Red Light)

If the above final reminder (Amber) is not successful in preventing the child's continued challenging or inappropriate behaviour, staff will arrange to take the child aside and provide them with reflection time to think about their actions. Staff will sit with children and collaboratively discuss the issues being experienced and agree next steps using the White Board Reflection Sheet (P1-3) or Behaviour Reflection Sheet (P4-7) to identify the problem/s and consider a plan of action. The outcomes from this discussion will be recorded on a Reflection Sheet, which must be signed by the child and staff member involved. This sheet will be passed to the parent upon collection by senior staff for information and so that the parent can discuss the behavioural issues with their child.

If behaviour continues to be a concern, particularly if the specific issues discussed and recorded on our Reflection Sheet are on-going, senior staff will arrange more formal discussions with parents/carers to discuss additional support collaboratively with the child and other relevant professionals at an Assessment of Need meeting.

**Please note, if unwanted behaviour displayed by a child is more serious, such as aggressive behaviour, wilful damage to property, a disregard for safety causing a dangerous situation etc., then staff may go straight to Step Two (Amber) or Three (Red) without the need for an initial verbal warning (Green).*

Suspension or Exclusion from the Club

If behavioural issues are still ongoing after an Assessment of Need meeting, or in the case of extreme behavioural concerns which result in safety concerns, it may be necessary to temporarily remove a child from the club. Any instance of suspension would only be considered as a last resort and would only be implemented after all other alternative options had been exhausted. In any instance of serious behavioural concerns a meeting would be arranged between the Childcare Manager and parents/carers.

Please note that in extreme cases the Play Coordinator or Childcare Manager reserves the right to ask the parent/carer to remove the child without notice.

Sanctions and controls that will not be used at any time

Methods of control will vary according to the child and the circumstances. The following methods are unacceptable under *any* circumstances and will result in disciplinary proceedings being applied to any member of staff who use these methods of control:

- physical punishment. This includes smacking, slapping, shaking or hitting with any kind of object;
- shouting or swearing at the child or frightening the child;
- humiliating the child or subjecting the child to the disapproval of the rest of the group;
- depriving the child of food or drink;
- keeping the child in a room alone (unless the removal of the child from the main play environment is required under the above procedures for behavioural management)

Parent/s/carer/s are asked to avoid using the highlighted methods above while they are at the club.

Equal opportunities

Skool Is Out are an equal opportunities childcare provider. We aim to:

- ensure that our premises are as accessible as possible for all of our service users.
- increase awareness within the club of the needs of those who face discrimination and the effects of discrimination in society in general.
- consider equal opportunities in all areas of our services and work.
- consider establishing specific projects to promote equality of opportunity.

Getting things right and putting things right

Skool Is Out has established a complaints procedure and written standards for the care of the children attending our clubs. These have been based on social work guidance and our club is inspected regularly by the Care Inspectorate (SCSWIS). Our last inspection took place in November 2016, where we received awards of Very Good/Good for all aspects of our service. This report is available to view as a hard copy at the club, on our website or at www.careinspectorate.com.

Since our previous inspection in 2010, Skool Is Out have been striving to improve how we gain feedback from our service users and by encouraging parents to be a part of the life of the club in assisting with and suggesting activities. We have a Parent Liaison Group made up of parents/carers who meet at mutually convenient times throughout the year to give feedback on, and discuss all aspects of our provision.

If you are feeling unhappy about any aspect of the service at any time, or you have any issues that are affecting your child's enjoyment at the club please speak to our Peripatetic Childcare Manager, Hollie Kerr, in the first instance. If, however, you feel you have not received a satisfactory response to your concerns or issues raised please contact Sheila Fox (Director) who will be happy to arrange an appointment for you to come in and discuss any issues/concerns.

If you raise a concern or issue in an email or letter we would endeavour to answer your concern within a maximum of 10 days of receipt of your correspondence, but we will always acknowledge receipt of your concern in the first instance. Of course, if you are not happy with our service at any time, or you have any concerns at all, you can contact the Care Inspectorate directly on 0345 600 9527 or visit <http://www.careinspectorate.com/complaints> and complete an online complaints form.

Quality Assurance

How Skool Is Out ensure the quality of the service they provide?

We do this in a number of different ways, including;

- Evaluation feedback forms about all aspects of our service given to parents, children and staff throughout the academic year, and compared with previous surveys
- Regular weekly staff meetings and activity planning meetings
- Election of a Child Council
- An ideas and suggestions box for the children and staff to share their views
- Parent Liaison Group meets periodically to discuss the running of the service and give suggestions and support with improving the service
- Verbal feedback with children and their parents/carers
- Social events such as our Children's Christmas Party (P1-3) where we also invite parents to come along and join in, and our annual end-of-year Staff/Families night.
- Liaising with other organisations offering similar services to enable sharing of good practice
- Being a member of SOSCN (Scottish Out of School Care Network), providing useful information and publications which help us to ensure that we are kept up to date with any changes in legislation.
- Weekly meetings between the Peripatetic Childcare Manager, Administration Manager and Director of Skool Is Out.

CONTACTING SKOOL IS OUT

P1-3 at Barclay Viewforth Centre:

 **07815798808 where you can speak directly with the P1-3 Play Coordinator.**

This is the club contact number to let the club know if your child will not be attending or to make contact during club hours. Please remember if phoning during club hours sometimes the staff may not be able to leave the club hall to speak and therefore it may be noisy!

P4-7 at Bruntsfield Centre:

 **07713999069 where you can speak directly with the P4-7 Play Coordinator.**

Please use this number if you need to contact the P4-7 club to let them know if your child is absent for any reason, or if you need to pass on any other message relating to your child attending the Bruntsfield club.

Office:

 **0131 659 7771 where you can speak directly with the Administration Manager of Skool Is Out.**

Please note, as our Manager operates peripatetically, our office is not always staffed. Messages or notes pertaining to children's attendance should be directed to the relevant club number above.

 **Peripatetic Childcare Manager:**

07545822823 where you can speak directly to the Childcare Manager of Skool Is Out.

Please call this number for a direct line to Hollie Kerr, our Peripatetic Childcare Manager.

You can contact us in writing at:

**Skool Is Out Ltd.
11 Barclay Terrace
EDINBURGH
EH10 4HP**

Or by email at:

info@skoolisout.com



Website

You can contact us via our website (www.skoolisout.com) by clicking the *Contact Us* tab and intimating the nature of your comment. This provides an easy way for parents to provide feedback about our services or to make an enquiry.

Our website now contains a password protected *Parent's Area* containing information relevant to our service users, for example photo galleries of children at play, club newsletters and our Parent's Contract of Agreement. The password for access to the Parent's Area is **letmein**

There is also a handy calendar on the home page with important dates highlighted to keep parents informed of club opening times and events throughout the year.

We hope you have found the above information useful and look forward to welcoming you and your child/ren to Skool Is Out!

SKOOL IS OUT It's all about play.