



Islesburgh Out of School Care Welcome Booklet

School Term: Mon – Fri 3.00pm – 5.30pm:
School Holidays: Mon – Fri 8.30am – 5.30pm
(School holidays include In-service days and occasional holidays)

Email – Islesburgh.out.of.school.care@shetland.gov.uk

Office - 01595 745113 / 01595 745115 (Islesburgh)

Mobile - 07884470725 (Out of School Club Mobile)

The information contained within this booklet aims to answer any questions about our care service. Please feel free contact a member of staff to discuss anything further if needed.

Before a child/ren can attend our service an enrolment form must be completed to ensure our staff have information on your child/ren. This form aides us in assessing your child/rens' needs. We cannot admit a child/ren without this form.

We always encourage visits from child/ren before they start attending. This can be arranged by calling or emailing.



Who to contact about our Service

Our Play Practitioner – Katie Henderson. Katie is responsible for the daily running of our service and is based in Islesburgh Community Centre.

Katie can be contacted via

Email – Islesburgh.out.of.school.care@shetland.gov.uk

Office - 01595745115 (Islesburgh)

Mobile - 07884470725 (Out of School Club Mobile)

Our manager – Marina Eva. Marina visits the club once a week and is responsible for the overall management of our service. Marina is based at Isles Haven Nursery in Lerwick and is the peripatetic manager for both Islesburgh OOSC and Isles Haven Nursery

Marina can be contacted via

Email – Islesburgh.out.of.school.care@shetland.gov.uk

Office – 01595745398/99 (Isles Haven Nursery)

Mobile -07825089070

Our Team

Our team consists of a play practitioner, play support workers and relief play support workers. Our core team consists of Katie, Cara & Martyna. Here is some information about our team.

Our Play Practitioner

Katie Henderson

Katie has been with Islesburgh OOSC for 16 years. Her qualifications include BSc Psychological Studies, SVQ 3 Social Service: Children & Young People and SVQ 2 in Playwork. Katie is both qualified & registered with the SSSC.

Our Play Support Workers

Martyna Lotowska

Cara McDiarmid

Martyna joined us in April 2019. Martynas's qualifications include NC in Childhood Practice. Martyna is qualified and registered with the SSSC.

Cara joined us in June 2019. Cara's qualifications include SVQ 3 Social Service: Children and Young People. Cara is both qualified and registered with the SSSC

Our Relief Play Support Workers

Our current list of relief play support workers are:

Monica Moncrieff Catriona Gilbertson Dewi Mulyawati Elanie Smith

Our Team looks forward to meeting you and your child/ren and hope that you choose to use our service.



Islesburgh Out of School Care Service - Our Ethos & Aim

At Islesburgh Out of School Care Service our ethos is to provide a safe, nurturing & caring environment for children 4*-14, out with school hours.

*(*during the summer holidays before they start primary school)*

We always strive to provide the best standards for the children who attend our service & welcome input from parents & children regarding activities, personal philosophies, or beliefs.

This will be achieved by the following objectives:

- All children/young people & their families will be treated with dignity & respect.
- All information recorded in the children's files will be kept in the strictest confidence.
- Informative displays & active communication will keep the children & their families informed about what is happening.
- Because of the diverse range of ages & abilities children will be encouraged to plan participate & evaluate their own activities. This will ensure that the activities remain child centred & child led.
- No child will be excluded from activity unless they choose not to take part.
- Children will not be put at unnecessary risk during activities.
- Healthy snacks will be available daily taking into consideration the individual child's needs/preferences/allergies & any cultural differences they may have. The children will be encouraged to plan the snack menu on a weekly basis.
- The staff team will always strive to deliver care that reflects good practice, equal opportunities, cultural diversity & individuality. This is in line with the SSSC Codes of Practice for Social Services Workers & following the Health and Social Care Standards

Our Location

Our service is located in the Islesburgh Community Centre, King Harald Street, Lerwick. We can accommodate 24 children between the main hall & the art room.

As the Out of School Club is based in the Islesburgh Community Centre our toilet facilities are shared with members of the public. We have guidelines in place for this. If you have any questions around this, please discuss with a member of staff.

Opening Times & Costs* **reviewed annually*

Term Time - After School Club - 3pm to 5.30pm. *Cost ~ £10.50*

(IOOSC staff collect children from schools in Lerwick with dedicated transport)

School Holidays, In-Service & Occasional holidays

Full Day Session (8.30am - 5.30pm) *Cost ~ £34.00*

Half Day AM (8.30am – 1.00pm) *Cost ~ £17.00*

Half Day PM (1.00pm – 5.30pm) *Cost ~ £17.00*

Bookings /Cancellations Procedures

At the Out of School Service parents /carers are asked to make bookings & cancellations at least 24 hours in advance. This is to ensure that staff: child ratios are complied with.

During the school terms bookings can be made in block form for a whole term. This is beneficial as it means that a space for a child is guaranteed every week of the term booked.

If a parent/ carer wishes to book their child in on a day where there is no spaces being available at that time, parents/carers will be asked if they would like their child's name can be added to a waiting list. A time & day to let the parent/carers know by will be agreed.

Cancellations can be done via our email address, or contact numbers.

Cancellations must be made with 24hours notice, otherwise the space is charged for.



Child Protection, Records & Confidentiality

Islesburgh Out of School Care Service operates under the Shetland Inter Agency Child Protection Procedures. All staff are required to undertake training in Child Protection & refresher training every 3 years.

Each child attending Islesburgh Out of School Club Service will have a personal file which will include their enrolment form, personal plan & any other information passed on from the parent/carer/child that staff need to be aware of. These records are strictly confidential with access being restricted to the childcare team & the individual child's family.

However, under the Regulation of care, (Scotland) act 2001 and all subsequent legislation, in exceptional circumstances other professionals may access the records without the parents/carers consent. For example, medical staff following an accident, Health visitors, The Social Work Dept and Child care protection team

This information will only be passed on to the school or other bodies with the parent or carers express permission, with the exceptions stated above.

Cultural Diversity and Equal Opportunities

Islesburgh Out of School Care Service team recognises that the diversity of cultures must be respected. While the team has a general responsibility for the moral development of children in the setting, it is the parents' responsibility to communicate any specific beliefs.

Any cultural activity (Christmas, Easter, Hanukah, Chinese New Year, etc) provided for the children will be guided by this principle, if a parent or child do not wish to participate, every effort will be made to provide alternative activities/arrangements.

Each child shall be valued as an individual irrespective of race or gender. Every attempt shall be made to develop positive attitudes to differences of race, culture, language, social class, & gender.

Behaviour Management Policy

At Islesburgh Out of School Care Service we encourage positive behaviour at all times by adopting the following:

- ✓ Anticipating before a situation arises
- ✓ Re-directing away from negative behaviour
- ✓ Reinforcing positive behaviour through encouragement & praise

The childcare staff make the children aware of expectations & consequences of behaviours. If a child's behaviour is causing concern, parents will be informed. The childcare team in partnership with the parents will work together to resolve any issues.

The children have agreed their own code of conduct which is prominently displayed in Islesburgh Out of School Care Service.

Policies/Procedures & Guidelines

Within the club we follow Shetland Island Council policies & procedures. If you'd like to see any of the policies, please ask a member of staff.

We also have guidelines which the club follow. These help with the day to day running of the club. These guidelines may be amended or updated throughout the year or as & when required. If you'd like to see any of our guidelines, please ask a member of staff.



Students and Volunteers

At times we may have volunteers at Islesburgh Out of School Care Service.

All students & Volunteers shall:

- Be PVG checked before volunteering or working with us.
- Go through Induction procedure with a senior member of staff.
- Be closely monitored & supervised by trained/experienced staff at all times.
- Personal References & Medical References may also be required

Adverse Weather/Emergency Closure

In the case of bad weather the club will follow the course taken by schools. If weather should deteriorate dramatically while children are at IOOSC parents/carers shall be called to collect their children.

REMEMBER – If it is announced locally (radio / online) that schools are closed the IOOSC will also be closed.

*Staff will **not** phone around parents if the schools close early / closed all day.*

Accidents / Emergency Contacts / Medical Conditions / Medications

If your child must be taken to hospital for emergency treatment, staff will contact you and will accompany the child until you arrive. If we are unable to reach you, we will contact the child's emergency contact.

Please also ensure that you keep staff up to date with emergency contacts and medical conditions your child may currently have or develop.

If your child requires medication to be administered or stored at the IOOSC we require a medication form to be filled in. Therefore any medications we receive we ask that it includes the pharmacy identification sticker on it.

Inspections

We are inspected by the Care Inspectorate. Our inspection reports are available to read within the club or online at –

<https://www.careinspectorate.com/index.php/inspection-reports>

Complaints Procedure

Our complaints procedure applies to children who use Islesburgh Out of School Care Service, parents & carers of children & staff members. If you have a complaint we want to try to put it right as soon as possible.

Please bring it to the attention of:

- Any Member of Islesburgh Out of School Care Service staff
- The Manager, Marina Eva, at Isle Haven Nursery, King Harald Street, Lerwick
- In the absence of the manager, service users can contact Anne-Marie Flaws, Education Support Officer, ELC on 01595 744874

All complaints will be taken seriously & dealt with a professional manner. They will remain confidential & the complainant will be kept informed throughout the process. A record of the process will be kept to try to avoid the same problem arising in the future.



To help ensure that your complaint is dealt with promptly & effectively the following procedure & time frame will be followed:

- From receipt of the complaint, the matter will be handed to the appropriate person within 2 days
- An action plan will be formed & the complainant will be informed within one week of the action plan/result
- Together the staff team & the complainant will come up with a workable solution that will resolve the conflict.

If you want to talk to someone other than a member of staff or if you feel that your complaint has not been dealt with satisfactorily you have the right to contact directly:

Care Inspectorate
Charlotte House
Commercial Road
Lerwick
ZE1 0LX
Contact Centre: 03456009527