



Islesburgh Out of School Care Service

Welcome Booklet





Welcome to the Islesburgh Out of School Care Service

Information Booklet

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

At Islesburgh Out of School Care Service our ethos is to provide a safe, stimulating & caring environment for children. 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.

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 aids us in accommodating 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 us or you can pop in & visit us if you are passing by.

Who to contact about our Service

Our Manager – Marina Eva oversees our service. 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, which is a few minutes' walk from Islesburgh Out of School Club.

Marina can be contacted via
Office – 01595745398/99 (Isles Haven Nursery)
Mobile -07825089070
Email – marina.eva@shetland.gov.uk

Within our service the team member in charge is our Play Practitioner – Katie Henderson. The Play Practitioner is responsible for the daily running of our service and is based in Islesburgh Community Centre.

Katie can be contacted via
Office -01595745115 (Islesburgh)
Mobile -07884470725 (Islesburgh Out of School Club Mobile)
Email – Islesburgh.out.of.school.care@shetland.gov.uk

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



Meet Our Team

Our team consists of a manager, play practitioner, play support workers and relief play supporter workers. In the daily running of the setting, our core team consists of Katie, Cara and Martyna. In the absence of Katie, the manager, Marina, takes over the daily running of the setting. Here is some information about our team.

Our Manager ~

Marina Eva ~ Marina is the peripatetic manager of the Out of School Care Service. Marina visits the club at least once a week to visit the children and have contact with the staff. Marina has her BA Child and Youth Studies. Marina is both qualified and registered with the SSSC

Our Play Practitioner ~

Katie Henderson – Katie has been with Islesburgh OSC for 14 years. Her qualifications includes a Bsc Psychological Studies, SVQ 3 Social Service: Children and Young People and a SVQ 2 in Playwork. Katie is both qualified and registered with the SSSC.

Our Play Support Workers

Martyna Lotowska ~ Martyna joined us in April 2019. Martyna is currently finishing her HNC Childhood Practice. Martyna is registered with the SSSC.

Cara McDiarmid ~ Cara joined us in June 2019. Cara holds a BA in Psychology and Linguistics. Cara also works within Youth Work and she is a keen filmmaker. Cara is registered with the SSSC

Our Relief Play Support Workers

Our current list of relief play support workers are:

Emily Handley ~ qualified & registered with SSSC
Alexis Bruce ~ qualified & registered with SSSC
Erin Gibson ~ qualified & registered with SSSC
Rebecca Laurenson ~ registered with SSSC
Catriona Gilbertson ~ registered with SSSC
Annie Ko ~ registered with SSSC
Dewi Mulyawati – registered with the SSSC

**Dignity, Privacy, Choice, Safety,
Realising Potential, Equality, Diversity.**



Islesburgh Out of School Care Service - Our Aim

The main aim of the Islesburgh Out of School Care Service is to provide a safe, stimulating environment for children 4*-14, out with school hours.

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

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, the activities will be client led wherever possible.
- 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

The service is located in the Islesburgh Community Centre, King Harald Street, Lerwick. Social Care & Social Work Improvement Scotland have registered our facility to 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*

School Holidays, In-Service & Occasional

Full Day (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*

Children attending Full Day sessions will be required to bring a suitable packed lunch with them and clothing suitable for weather.



Booking/Cancellation 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. Bookings that are not received in time cannot guarantee a place.

In the event of no places being available a child's name can be added to a waiting list. A time & day to let the parent/carer know by can be agreed.

Contact numbers for Booking & Cancelling:

Out of School Care Service Mobile: 07884 470725 - Available 24 hours for messages
(The mobile is checked for messages weekdays)

Islesburgh Out of School Care Email: – islesburgh.out.of.school.care@shetland.gov.uk

Landline – 01595 745115

Term time: Mon – Fri 2pm – 5.30pm:

Holidays: Mon – Fri 9am – 5.30pm

Cancellations must be done 24hrs in advance otherwise these places shall be charged for.

Child Protection

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. All Staff are required to pass on any concerns about children in their care to the Social Work Department as per the Child Protection procedure.

Children's Records & Confidentiality

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

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 culture amongst families should be respected. While the team has a general responsibility for the moral development of children in the centre, it is the parents' responsibility to communicate any specific religious 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.

Caring, trust, individuality, positivity, resilience & self-esteem are important values which will be encouraged at Islesburgh Out of School Care Service.

Behaviour Management Policy

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

- ✓ Anticipating before a situation arises
- ✓ Re-directing away from negative behaviour
- ✓ Positively reinforcing better behaviour through encouragement & praise

The childcare staff should make the children aware of expectations & limits of behaviour. These must appear reasonable & achievable to the child & where possible be child led.

The Childcare team shall make it clear that it is the behaviour which is not acceptable, & not the child.

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 the problem.

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 all Shetland Island Council policies & procedures which include – Health & Safety, Risk Assessments, Code of Conduct, Equal Opportunities, Recruitment & Selection amongst many more. 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 up-dated throughout the year as & when required. Some guidelines we have include – Confidentiality, Emergency Closure, Outings, School Transport, Good Hygiene amongst many more. If you'd like to see any of our guidelines, please ask a member of staff.

Adverse Weather/Emergency Closure

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

REMEMBER – If it is announced locally that schools are closed the club will also be closed.
*Staff will **not** phone around parents if the schools close early or are closed all day.*

Accidents/Emergencies

In the event that your child has to be taken to Hospital due to illness/accident they will be accompanied by a member of staff & you will be called. 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 any medical conditions your child may currently have or has formed.

Students and Volunteers

At present we have volunteers at Islesburgh Out of School Care Service.
All students & Volunteers shall:

- Be appropriately checked using PVG.

Checks will be completed before students or volunteers begin work. This is in line with:

- The protection of Children (Scotland) Act 2003.
- Protection of Children.
- The Framework for Standards & Child Safe Shetland.
- Go through Induction procedure with a senior member of staff.
- Sign the Confidentiality Policy
- Be closely monitored & supervised by trained/experienced staff at all times.
- Personal References & Medical References may also be required



Inspections

The club has yearly inspections from the Care Inspectorate. Our grades from our last inspection in September 2018 were –

Quality of Care & Support – Very Good
Quality of Environment – Very Good
Quality of Staffing – Very Good
Quality of Management & Leadership – Very Good

Inspection reports are available to read within the club or online at – [Care Inspectorate](#)
The Health and Social Care Standards available at - www.scotland.gov.uk/health/standards
The SSSC Codes of Practice is available at - www.sssc.uk.com

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, Isle Haven Nursery, King Harald Street, Lerwick
- In the absence of the manager, service users can contact Jordan Sutherland, Acting Executive manager- Children's Resources and Family Services on 01595744476.

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.

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**

**Mobile Number: 07766133176
Contact Centre: 03456009527**

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.