



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 – islesburghoutofschoolcare@shetland.gov.uk

Out of School Club Office - 01595 745113 / 01595 745115

Mobile – 07825 089070 (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 your child/ children can attend our service a registration form must be completed. Please contact the setting to have registration form emailed to you.

We welcome visits from you and your child/children before they start attending. This can be arranged by calling or emailing the club.

What we do term time

- Children are collected from school by out of school club staff each day.
- A range of healthy snacks are on offer each day for children to choose from.
- A range of activities is on offer each day both indoors and outdoors including visits to the play park, free play in the garden, mud kitchen, craft, board games, role play and construction toys and physical play activities in our gym hall.
- Children are also supported to do homework in the club.

What we do in the holidays

- Children are either dropped off and collected by parents and carers, or with permission, can walk to and from the club by themselves.
- A programme of full and half day activities is offered, both within Lerwick and beyond.
- A range of activities is also available daily including craft, board games, construction, physical play in the hall, mud kitchen and water play in the garden
- If children are attending for full days, they require a packed lunch.
- Morning and afternoon snacks are provided by the club.

Holiday activity programmes will be made available to parents and carers in advance of booking.

Our Staff Team

Our team consists of our manager, a play practitioner, play support workers and relief play support workers.

Manager – Inga Irvine.

Inga is contracted as manager and is in the setting most days. She is responsible for the overall management of our service.

Play Practitioner – Katie Henderson.

Katie is responsible for the daily running of the service.

Play Support Workers - Martyna Lotowska and Cara McDiarmid.

Martyna and Cara support the daily running of the service.

The club is further supported by a bank of relief staff and students.

Our team look forward to meeting you and your child/children and hope that you choose to use our service.

Our Location

Our service is located on the bottom floor of Islesburgh Community Centre, King Harald Street, Lerwick. The children currently share access to a public accessible toilet. We have a policy and risk assessment in place for this. If you have any questions around this, please discuss with a member of staff.

Our Ethos

At Islesburgh Out of School Care Service our ethos is to provide a safe, healthy, active, nurturing inclusive, child led environment for children out with school hours.

We always strive to provide the best standards for the children who attend our service and welcome input from parents, carers and children. We have a suggestion box at the door, however you are welcome to email us or speak to us directly any time.

Opening Times & Costs

Term Time - After School Club - 3pm to 5.30pm.

Until 4.00pm - £5.10

Until 4.30pm - £7.65

Until 5.00pm - £10.20

Full Session - £11.00

Children will be collected from schools by out of school club staff. During terms 3 & 4 children who attend Bell's Brae school will walk from the school to the out of school club. Waterproof clothing is provided.

School Holidays, In-Service days and Occasional holidays

Full Day Session (8.30am - 5.30pm) - £35.70

Half Day AM (8.30am – 1.00pm) - £17.85

Half Day PM (1.00pm – 5.30pm) - £17.85

Bookings /Cancellations Procedures

Bookings can be made using our online booking form which will be emailed out to you in advance.

Booking amendments and cancellations can be made via our email address, or contact phone numbers.

Cancellations should be made with 24hours notice, otherwise the space will be charged for.

Child Protection, Records & Confidentiality

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

Each child attending our service will have a personal file which will include their enrolment form, personal plan and any other information passed on from the parent/carer/child that staff need to be aware off. These records are strictly confidential with access being restricted however it might be

necessary to share these with relevant professional services in exceptional circumstances. Parents, carers and children can access these files on request.

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Diversity and Equality

Islesburgh Out of School Care Service team recognises the importance of respecting cultural diversity. 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.

Positive Behaviour

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

Through discussion, modelling and support from staff, children are aware of expectations. However, should there be a cause for concern, staff will work alongside parents to resolve any issues.

Policies and Procedures

Within the club we follow Shetland Island Council policies and procedures as well as our own setting specific policies and procedures. These are available for parents to view on request.

Adverse Weather/Emergency Closure

During periods of adverse weather conditions, 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.

**If it is announced locally (radio / online) that schools are closed,
IOOSC will also be closed.**

*Staff will **not** phone around parents if the schools close early / are 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 staff are unable to reach you, we will contact the child's emergency contact.

Please ensure 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 consent form to be filled in. Therefore any medications we receive we ask that it includes the original prescription label. Please ask a member of staff for a medication consent form.

Care Inspectorate

Islesburgh out of school club is regulated by the Care Inspectorate to ensure high quality provision. Our inspection reports are available to read either in the club, or online at <https://www.careinspectorate.com/index.php/inspection-reports>

Complaints

If you have a complaint about the services, we want to try to put it right as soon as possible.

Please bring it to the attention of:

- Inga Irvine, manager, 01595 745115
- In the absence of the manager, or if you wish to discuss this matter further, service users can contact Chloe Kerr, Quality Improvement Officer, Early Learning and Childcare on 01595 744973

All complaints will be taken seriously and dealt with a professional manner following the Shetland Islands Council complaints procedure. Complaints will remain confidential and the complainant will be kept informed throughout the process.

If you feel your complaint has not been dealt with satisfactorily you can contact the Care Inspectorate in one of the following ways:

- [Complaints \(careinspectorate.com\)](https://www.careinspectorate.com)
- fill in the [online form](#)
- call 0345 600 9527 between 9am and 4pm, Monday to Friday
- email concerns@careinspectorate.gov.scot