



Welcome  
TO

SCHOOL'S  
OUT!



PENICUIK  
PEEBLES  
CLOVENFORDS  
MELROSE

Goes mobile



# POLICIES & PROCEDURES

## **THE ORGANISATION**

Our Community Interest Company Perceptive Action (CIC) was established in May 2014. A Community Development Company identifying needs within our local community, committed to using a solution-focused mindset and taking practical steps to respond. During this time, we saw an alteration to Scottish Borders Council (SBC) education policy that established an asymmetric school week, this had an immediate impact on local families ability to work. Following intensive community consultation, we recognised the wider concerns of parents regarding costs, availability and flexibility of available childcare in the local area. School's Out Peebles was launched as a Care Inspectorate registered Out of School Club in May 2015.

Immediately after the COVID pandemic in 2021 a Penicuik parent pitched the idea of taking our model to our adjacent town. As a large and growing commuter population with a plethora of Primary Schools needs OOSC was in short supply. We opened in 2021 to provide 24 spaces to local families, in 2023 our competitor closed their doors suddenly resulting in us now offering 72 OOSC places across 2 settings in the Penicuik area.

Clovenfords PTA contacted us in 2022 having carried out parent surveys in their local school. It showed an obvious need for flexible, affordable OOSC. We worked with the PTA and proudly opened School's Out Clovenfords in April 2023.

Due to the sudden closure of a well-used and long-standing service we were contacted by SBC in June 2024 and invited to pitch for the delivery of OOSC in Melrose primary school. Although under extremely tight timescales we were delighted to open School's Out Melrose in August 2024 with no gap in provision for families desperate for childcare.

A further sudden closure of a long standing OOSC in Innerleithen in December 2024, had a detrimental affect on a small number of families. By offering a shuttle service to the neighbouring Clovenfords village from January 2025. No family was left without appropriate childcare provision and School's Out Clovenfords welcomed new friends to their service.

What started as a plan for two staff to entertain and care for 20 local children on a Friday afternoon has now grown into a registration of more than 600 families across two council areas. Our staff retention is extremely high, we describe ourselves as the "School's Out Family" and are blessed to play a part in many of our local children's childhood play, experiences and memories. And never take for granted the trust placed in us by our families.

As Work pressures coupled with the impact of the cost of living continue to rise for families across the country there is no doubt flexible, affordable, quality OOSC is a growing industry. By using a social enterprise model profits are returned to the families, children and staff by ensuring fees remain low, experiences and activities high and staff salaries and benefits competitive.

<b>PARENT ORGANISATION</b>	<b>PERCEPTIVE ACTION [C.I.C]</b>
<b>ORGANISATION TYPE</b>	<b>COMMUNITY INTEREST COMPANY</b>
<b>COMPANY REGISTRATION</b>	<b>SC477723</b>
<b>HEAD OFFICE</b>	<b>The Drill Hall Walkershaugh Peebles EH45 8AU</b>
<b>DIRECTORS</b>	<b>CLARE SWANN PAULINE DALTON GILLIAN MARTIN</b>

## **MISSION STATEMENT**

Perceptive Action (CIC) will provide to the local community, on a not-for-profit basis, flexible and affordable OOSC. As a Care Inspectorate Registered Service, we are committed to ongoing service development and staff skills enhancement that will ensure we deliver a childcare service of the highest quality.

## **VALUE STATEMENT**

At School's Out we value child-centred play and positive relationships above all else. By working together with the children, families, staff and local community we will provide a caring, flexible and inclusive out of school experience for all.

## **AIMS AND OBJECTIVES**

### **1. Provide the best possible Out of School Childcare for local children.**

- a) Deliver a balanced range of activities to suit the hours/pattern of attendance. Take account of the age, development needs and interests of each child.
- b) School's Out implements policies and procedures that promote the company's aims in practice, and these will be available to all staff, parents and children.
- c) Maintain child ratios of Monday to Thursday 1:10 and Friday/Holidays 1:8.

### **2. School's Out will grow to respond to the childcare needs of the Community.**

- a) Develop links with services and organisations within the Community.
- b) Ensure financial viability by securing additional funding support whilst maintaining openness and transparency in all childcare and financial activities.
- c) Build close involvement with Community Initiatives, Groups, and other relevant professional bodies to promote effective cooperation, integration and cohesion.
- d) The social conscience on which the company is founded ensures that all profits will go to support local youth initiatives.
- e) Provide a limited number of places for social needs either identified by the Community Interest Company (CIC) or by Social Work referral.

### **3. To employ, where possible, qualified and experienced local people**

- a) To encourage all childcare staff to progress to the SCQF 7 qualification and to take part in other training opportunities, on an ongoing basis, to advance their skill levels.
- b) Management will supervise the activities of all staff through a formal supervision and development programme. Operating a self-evaluation scheme, involving all staff and service users, the company will strive for continuous improvement.
- c) School's Out activities will adhere to local and national guidance. Management will monitor and develop all procedures to ensure the ongoing delivery of the highest quality care with compliance to all relevant legislation.

### **4. Promote healthy lifestyles with Parents, Children and Wider community.**

- a) Implement National Health & Social Care Standards.
- b) Partner with Parents, Children and Young People to promote positive behaviour.
- c) Encourage enthusiastic involvement in the work of School's Out.

## **CLUB FEES**

**BREAKFAST** - £8.50 PER SESSION

**AFTERSCHOOL** - £13.50 PER SESSION

**FRIDAY AFTER SCHOOL** - £20 PER SESSION

**HOLIDAY FULL DAY** - £35 PER SESSION

**HOLIDAY HALF DAY** - £25 PER SESSION

## OUR CLUBS

SERVICE NAME	ADDRESS	MANAGER DETAILS	OPENING TIMES
<b>School's Out Peebles</b> <i>For children in Primary 1-Secondary 2. Serves: Priorsford, Kingsland, Halyrude and Peebles High Schools.</i>  <b>CARE NO:CS2014328238</b>	Drill Hall, Walkershaugh, Peebles, EH45 8AU	<b>Clare Swann</b> E: <a href="mailto:clare@schoolsout.world">clare@schoolsout.world</a> T: 07575857585	<b>BREAKFAST CLUB</b> 7am -School drop Off <b>AFTER SCHOOL CLUB (MON-THUR)</b> School Pick up – 6pm <b>FRIDAY AFTER SCHOOL CLUB</b> School Pick up – 6pm <b>HOLIDAY CLUB</b> (Excludes Christmas) 8am – 6pm
<b>School's Out Penicuik – Kirk</b> <i>For children in Primary 1-Secondary 2. Serves: Cornbank, Sacred Heart, Cuiken and Penicuik Schools.</i>  <b>CARE NO: CS2021000033</b>	North Kirk Hall, 95a John Street, Penicuik, EH26 8AG	<b>Elaine Livingstone</b> E: <a href="mailto:penicuik@schoolsout.world">penicuik@schoolsout.world</a> T: 07762815114	<b>BREAKFAST CLUB</b> 7am -School drop Off <b>AFTER SCHOOL CLUB (MON-THUR)</b> School Pick up – 6pm <b>FRIDAY AFTER SCHOOL CLUB</b> School Pick up – 5:30pm <b>HOLIDAY CLUB</b> (Excludes Christmas) 8am – 6pm
<b>School's Out Penicuik – Esk</b> <i>For children in Primary 1-Secondary 2. Serves: Strathesk, Mauricewood and Beeslack schools.</i>  <b>CARE NO: CS2021000033</b>	Strathesk Primary School, Eastfield Farm Road, Penicuik EH26 8EZ	<b>Elaine Livingstone</b> E: <a href="mailto:penicuik@schoolsout.world">penicuik@schoolsout.world</a> T: 07762815114	<b>BREAKFAST CLUB</b> 7am -School drop Off <b>AFTER SCHOOL CLUB (MON-THUR)</b> School Pick up – 6pm <b>FRIDAY AFTER SCHOOL CLUB</b> School Pick up – 5:30pm <b>HOLIDAY CLUB</b> (Excludes Christmas) 8am – 6pm
<b>School's Out Clovenfords</b> <i>For children in Primary 1-7. Serves: Clovenfords, St Ronan's &amp; Walkerburn school's</i>  <b>CARE NO: CS2021000046</b>	Clovenfords Primary School. Muscat Way, Galashiels, TD1 3LD	<b>Clare Swann</b> E: <a href="mailto:clare@schoolsout.world">clare@schoolsout.world</a> T: 07575857585	<b>AFTER SCHOOL CLUB (MON-THUR)</b> School Pick up – 6pm <b>FRIDAY AFTER SCHOOL CLUB</b> School Pick up – 6pm <b>HOLIDAY CLUB</b> (Excludes Christmas) 8am – 6pm
<b>School's Out Melrose</b> <i>For children in ELC4-7. Serves: Melrose School</i>  <b>CARE NO: CS2024000284</b>	Melrose Primary School Annexe, Huntly Road, TD6 9SB	<b>Pauline Dalton</b> E: <a href="mailto:melrose@schoolsout.world">melrose@schoolsout.world</a> T: 07895848678	<b>BREAKFAST CLUB</b> 7:30am -School drop Off <b>AFTER SCHOOL CLUB (MON-THUR)</b> School Pick up – 6pm <b>FRIDAY AFTER SCHOOL CLUB</b> School Pick up – 6pm <b>HOLIDAY CLUB</b> (Excludes Christmas) 8am – 6pm

**All session opening times and holiday club provision are provided if demand allows and are therefore subject to change.**

## CLUB FEES

**BREAKFAST** - £8.50 PER SESSION  
**AFTERSCHOOL** - £13.50 PER SESSION  
**FRIDAY AFTER SCHOOL** - £20 PER SESSION  
**HOLIDAY FULL DAY** - £35 PER SESSION  
**HOLIDAY HALF DAY** - £25 PER SESSION  
**1-1 SUPPORT (IF AVAILABLE/REQUIRED)** - £12 PER HOUR

**Perceptive Action C.I.C - School's Out Peebles, Penicuik, Clovenfords, Melrose**

Mob: 07575857585 E: [clare@schoolsout.world](mailto:clare@schoolsout.world)

Policy Approved by: Lead Director - Clare Swann

**4 of 24**

Rev 2: 7/3/2025 – Review by: 7/9/25

## **CLUB CHARTER**

Through consultation with children and staff 'Our Club Charter' has been adopted. It ensures the rights of the child are upheld and respected throughout their time at School's Out.

All children, staff and visitors are required to adhere to the Charter.



## **FOOD - PACKED LUNCH**

Please can you provide a packed lunch for your child/children if they attend School's Out during Holiday Service. **NOTE:** A charge of £3.00 per child will be levied if a packed lunch is forgotten.

## **FOOD - SNACKS**

We will provide your child/children with a snack during their time with us at each session. We endeavor to follow a healthy and balanced menu at School's Out. **NOTE:** If there are any allergies or specific dietary requirements for your child/children, please inform us on the Registration form and discuss this with staff so that we are fully informed in advance.

## **CLOTHING & FOOTWEAR**

- The Community Interest Company, Perceptive Action C.I.C cannot take any responsibility for any loss or damage to your child's clothing when at the service.
- We ask you to supply suitable clothing/footwear, such as jogging bottoms and trainers, for your child to change into while they are at the service if you wish.
- There is a designated area within the toilets for changing.

## **SPORTS FOOTWEAR HEALTH AND SAFETY**

Unless asked to do so by a member of staff when a game has been arranged, and then only providing that all children participating in the game are wearing football/rugby boots and shin pads, School's Out **does not** allow children to wear football/rugby boots when playing sports games at the Service. This is due to Health and Safety reasons.

## **PERSONAL POSSESSIONS**

Please note that we cannot take responsibility for the loss of, or damage to, a child's personal possessions. Labelling your child's possessions would be of significant help to our staff in identifying things left behind. In the event of your child/children losing a possession please speak to a School's Out staff member to check our lost property.

## **TRIPS & OUTINGS**

In line with good practice guidelines from the Care Inspectorate and Health & Social Care Standards we will strive to take the children out regularly within the local community, e.g local parks, library. This consent forms part of the initial registration form. All trips are risk assessed and parents will be notified by door signs and group text if children are not in the service room. Further afield trips and outings will be planned with as much notice as possible and parents will have the option for their children to participate or not through consent form, email or text method.

## **PLAY PLAN JOURNALS**

Children, Parents/Carers and staff will complete a Play plan for each child detailing their needs and development while attending the service. This will be updated as and when required and reviewed every 6months.

## **MASTER POLICY FILE - INDEX**

- 1. ADMISSIONS POLICY**
- 2. WAITING LIST**
- 3. REGISTRATION PROCEDURE**
- 4. ANNUAL MEMBERSHIP**
- 5. BOOKINGS**
- 6. CANCELLATIONS**
- 7. CHILDCARE VOUCHERS**
- 8. STAFF: CHILD RATIOS**
- 9. ADDITIONAL SUPPORT NEEDS**
- 10. ELC 4 MANAGEMENT 'SCHOOL'S OUT MELROSE ONLY'**
- 11. COMPLAINTS POLICY**
- 12. CARE INSPECTORATE REGISTRATION**
- 13. SENIOR MANAGEMENT STAFF**
- 14. STAFF ACCREDITATION**
- 15. STAFF AND TRAINING**
- 16. RECORD KEEPING**
- 17. PLAY POLICY**
- 18. EQUAL OPPORTUNITIES POLICY**
- 19. HEALTH AND SAFETY**
- 20. MOVING AND HANDLING POLICY**
- 21. ACCIDENTS AND INCIDENTS POLICY**
- 22. CHILD PROTECTION POLICY**
- 23. ALCOHOL AND SUBSTANCE USE POLICY**
- 24. BEHAVIOUR MANAGEMENT POLICY**
- 25. BULLYING POLICY**
- 26. SUSPENSIONS AND EXPULSIONS**
- 27. FLIGHT RISK**
- 28. PARENT/CARER PARTNERSHIP AND PARTICIPATION**
- 29. CONFIDENTIALITY**
- 30. INFECTION CONTROL POLICY**
- 31. UNWELL CHILD, ADMINISTRATION AND STORAGE OF MEDICATION**
- 32. WHISTLE BLOWING POLICY**
- 33. BAD WEATHER POLICY**
- 34. BUILDING USERS POLICY**
- 35. CONTINGENCY PLANNING FOR AN UNFORESEEN EMERGENCY**
- 36. CLOSURE OF SERVICE**
- 37. DUTY OF CANDOUR**
- 38. GENERAL DATA PROTECTION REGULATION**
- 39. MARKETING**

## 1. ADMISSIONS POLICY

- When enquiring about a place for your child at School's Out, you will be given all the relevant information that you will require. This will include details of the admissions and fees and we will also inform you if there are currently any places for your child.
- Admissions will be dealt with on a first-come, first served basis. Priority will be given to siblings who already have a place in the service. When all places are taken up, a waiting list will then be implemented.
- If there is a suitable place available, we will invite you and your child for a visit to School's Out to give you the opportunity to meet the staff and view the premises and resources.
- All forms must be accurately completed and subsequently updated should any information change. All information provided by parents and their children will be treated as confidential, kept secure and not shared with any third party.
- We will work in partnership with parents/carers in caring for their child/children. Staff will have both the time and the training to welcome parents, children and young people to our service.
- If you are happy to abide by all the terms and conditions of the admission, including the level of fees and arrangements for payment, you will then be asked to complete the registration documents and pay a registration fee to confirm your child's place.
- All admission enquiries should be directed to the Manager.

## 2. WAITING LIST

To ensure admission to School's Out is offered on a fair basis, the following procedure will apply to the management of waiting lists:

- If, on enquiring about a place for your child, you are informed that there is not a suitable one currently available, the School's Out waiting list procedure will be explained and then activated on your behalf.
- The waiting list is used on a "first come first served" basis. The company will advise you of how long you are likely to have to wait before a suitable place will become available. The information will only be an estimate and will not constitute a binding guarantee from the service but, on request, you will be kept updated as to progress.
- We will contact you by email when a vacancy becomes available. If, when contacted, you no longer want the place for your child at the School's Out it will then be offered to the next person on the list.

## 3. REGISTRATION PROCEDURE

- Parents or Carers should first apply in person or through emailing the service direct to enable them to receive a tour of the premises and an explanation of the facilities the Service provides. If possible, this will include an introduction to staff members.
- On completion of the registration form, through: <https://schoolsout.ipalbookings.com> and payment of a £15 family registration fee, a place/s for your child or children will be secured on a first come first served basis.
- If all places at School's Out are filled, then your child will be placed on the waiting list. We will contact you and offer a place when one becomes available, at which point we will ask you to pay the £15.00 Registration Fee. **NOTE:** We cannot commit to a place being available for your child unless he or she is booked in on a permanent basis.

#### 4. **ANNUAL REGISTRATION FEE**

School's Out services are only available to registered parents or carers of children for whom a £15 annual family registration/membership fee applies. Issued January every year.

#### 5. **BOOKINGS**

Bookings can be made by opening an ipal account: <https://schoolsout.ipalbookings.com>  
Once created you can book either regular or ad hoc bookings both in advance or last minute if spaces allow.

Once booked please select Pay by Voucher and then either Voucher Type or BACS transfer. You will then have 14 days to make payment. **Card payments not accepted.**

If payments are not made within 2 weeks a **£25.00 late payment fee** will be added. In the event of regular late payment a child's place may be suspended until all monies have been paid.

#### 6. **CANCELLATIONS**

28 days notice is needed if cancelling for any reason.

#### 7. **CHILDCARE VOUCHERS**

Many employers and Government offer childcare voucher schemes which reduces the costs you pay. We accept Childcare vouchers from a range of companies. If your voucher service does not have School's Out listed please Contact Finance Manager at [bookings@perceptiveaction.com](mailto:bookings@perceptiveaction.com) who will endeavor to register with the required voucher service.

Most Childcare vouchers can be searched for using our Head office details: Perceptive Action C.I.C, School's Out Peebles, Walkershaugh, Peebles EH45 8AU.

*Edenred childcare voucher account number is: P20979091*

**GOVERNMENT CHILDCARE ENTITLEMENT:** If you earn less than £100k per year you may be entitled to support with childcare costs either through Universal Credit, Working Tax credit or Government Tax Free Childcare. Use the calculator to see your entitlement: <https://www.tax.service.gov.uk/childcare-calc>

#### 8. **STAFF: CHILD RATIOS**

Attendance ratios adopted throughout daily session times:

<b>Monday to Thursday:</b>	<4 hours continuous:	1 Adult to 10 Children
<b>Friday:</b>	>4 hours continuous:	1 Adult to 8 Children
<b>Holiday care:</b>	>4 hours continuous:	1 Adult to 8 Children

#### 9. **ADDITIONAL SUPPORT NEEDS**

School's Out endeavor to be an inclusive and nurturing place for all children. If your child requires additional supports and/or reasonable adjustments, please discuss with the Service Manager and supply all relevant information and care requirements on registration. An enhanced Play Plan and risk assessment may be developed with the Staff, child, parents/carers and any relevant professionals if deemed appropriate by the Manager or Parent/carer.

## **10. ELC 4 MANAGEMENT 'SCHOOL'S OUT MELROSE ONLY'**

Of the 38 spaces at School's Out Melrose a maximum of 5 can be allocated to children currently attending ELC 4 at Melrose Nursery. To ensure our youngest members needs are met we ask that parents complete an enhanced Personal Care Plan and allow for a minimum of 2 free 1 hour settling in sessions, prior to attending for the full session. A Voluntary buddy system will be in place allowing our older children to practice their nurturing qualities and develop responsibility skills. Children will be matched with a buddy based on shared interests/previous relationships.

## **11. COMPLAINTS POLICY**

School's Out service users should be able to complain effectively and without fear of victimisation. To achieve this, the service will:

- Promote an environment of mutual respect, trust and open communication.
- Treat everyone equally and fairly and make provision for all to be consulted and their expressed opinions valued.
- Make available a Complaints Procedure that supports the service's Aims and Objectives,
- Train staff in the efficient and sensitive handling of complaints.
- Promote the Complaints Procedure with service users.
- Record all complaints, formal or informal, in the incident book.
- Provide a private area for users to discuss matters with staff.
- If an allegation is made against a member of School's Out staff, by a service user, then that employee will be immediately suspended, on full pay, while an investigation is undertaken by the Service Manager.
- The Service Manager will follow an exhaustive and open enquiry procedure to ascertain the facts, interview witnesses and complainants before producing a full report that will be discussed openly with all parties.
- Provide the Care Inspectorate with detailed information on the service's response to all complaints as they occur. This will be done in a timely manner using the service's online Care Inspectorate Eforms account.
- A complainant will be kept always informed and has the right to contact **The Care Inspectorate National Enquiry Line: 03456 009527.**

### **COMPLAINTS: THE THREE STEP PROCEDURE**

**FIRST STEP:** Initially, please direct complaints to School's Out staff and they will inform the Service Manager who will initiate a full investigation.

**SECOND STEP:** If the problem is not resolved to your satisfaction, then please put your complaints in writing to **Clare Swann** - Lead Director of Perceptive Action (CIC) at The Drill Hall, Walker's Haugh, Peebles EH45 8AU.

**THIRD STEP:** Where a complainant is dissatisfied with the outcome of all internal investigations and their outcomes, the Service Manager or you will then contact The Care Inspectorate's officers and request that they undertake an independent investigation.

## **12. CARE INSPECTORATE REGISTRATION**

- Our premises meet The Care Inspectorate standards.
- The latest inspection report will be available on the Care Inspectorate website or by requesting a copy from the Service Manager.

### **13. SENIOR MANAGEMENT STAFF**

- The Service Manager (detailed above) is responsible for the daily activities and staff management of the service and is therefore the main day to day point of contact for all parents and carers.

### **14. STAFF ACCREDITATION**

- The School's Out staff are all carefully selected by the Directors and will offer a broad range of experience and qualifications.
- All recruited staff are subject to the registration requirements of the Children and Young People's Act 2014.
- Those responsible will receive full attention to ensure that our own quality standards are more than the minimum requirements of the Act.
- All Childcare staff will have a current PVG before starting work at School's Out. We will also do follow-up checks with previous employers and cross-reference with the SSSC register.
- 

### **15. STAFF AND TRAINING**

- Staff are recruited as required to ensure the maintenance of staff to child ratios at all care sessions.
- All staff employed will be qualified, or working towards the appropriate qualification for their role, and subject to a three-month probationary period within which they will undergo a staff induction programme.
- After completing this initial period of employment and basic training, all staff are then engaged in ongoing training to enhance their personal development.
- Where required, staff will be allowed to participate in training leading to the award of SCQF 7 Children and Young People Services.
- Regular staff meetings, at which there will be an element of training, will ensure that all staff are kept informed and up to date.
- All staff will be registered with SSSC after probation and follow Staff Code of Conduct and childcare standards as outlined by SSSC.

### **16. RECORD KEEPING**

School's Out will maintain records that are required for the efficient and safe management of the service and to promote the welfare, care and learning of the children and young people.

- Records will be kept in accordance with national and local guidance.
- Parents or Carers can access their own child's records.
- Records will be confidential and securely stored.
- Records will be made available to the Care Inspectorate officers on request.

### **17. PLAY POLICY**

School's Out supports the view that children and young people should always be treated with dignity and respect and that they should be enabled to realise their potential. We will achieve this by:

- Providing opportunities for children and young people to express their views, exercise choice and influence the activities of the service.
- Actively consulting children and young people to make informed choices.
- Providing opportunities for children and young people to learn about healthy lifestyles and relationships, hygiene, diet and personal safety.
- Treating everyone equally and fairly.
- Providing opportunities to be involved in evaluation of the service's activities.
- Through a high-quality standard of play, full attention is given to personal development, equal opportunity and inclusion for all the children in our care.

We follow the Play work Principles (2005), which states –

- 1.** All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.
- 2.** Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
- 3.** The prime focus and essence of play work is to support and facilitate the play process and this should inform the development of play policy, strategy, and training and education.
- 4.** For playworkers, the play process takes precedence and playworkers function as advocates for play when engaging with adult-led agendas.
- 5.** The role of the playworker is to support all children and young people in the creation of a space in which they can play.
- 6.** The playworkers response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
- 7.** Playworkers recognise their own impact on the play space and the impact of children and young people's play on the playworker.
- 8.** Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.

## **PLAY TYPES:**

We support and facilitate the recommended play types by:

- Providing an environment, which is safe and suitable.
- Setting up in a variety of areas so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities daily, and monitoring to ensure that varied play opportunities are offered.
- Ensuring our staff and management have a sound working knowledge and understanding of the Play work Principles, Play types, Play cycle and intervention styles.
- Encouraging children to request additional or alternative equipment as they choose.
- Allowing children to be idle.
- Making outdoor play available every day.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end. And whenever possible ensure the play frame is protected until play resumes.

## **DIGITAL PLAY**

Digital play is here to stay, however like all play types we need to monitor safety and risk for our children. Digital play has always been a popular choice for some of our children. And at the request of children, we have purchased gaming consoles and gaming tablets.

For School's Out Digital play rules agreed by children are:

- Time limit of 20mins for digital play.
- All games are age suitable.
- Children are reminded of 'digital safety' regularly.
- All apps are downloaded and monitored by staff.

## **PLAY & RISK**

When planning activities, we use a Risk Benefit Assessment to ensure children are offered many opportunities even those with risk, i.e. climbing trees, lighting fires, by ensuring the benefits outweigh the risk and additional factors to mitigate risk are implemented.

## **18. EQUAL OPPORTUNITIES POLICY**

The Equal Opportunities Policy is applied in staff administration, childcare services, the provision of play and other activities and in relation to access by parents/carers.

The dignity, privacy, choice, safety, potential, equality and diversity of all service users will be actively promoted by:

- Policies, Procedures and Marketing Materials that reflect the policy aims.
- Treating everyone with dignity and respect and valuing different ethnic backgrounds, language, culture and faiths.
- Establishing a fair and equitable environment free from bullying, harassment and discrimination.
- Consulting with users and valuing the opinions expressed.
- Training staff to recognise harm and then challenge behaviour such as abuse, neglect, bullying and discrimination.
- Ethnic monitoring of admissions, waiting list and recruitment.
- Adhering to all relevant legislation.
- Continuous monitoring by senior staff and ongoing reinforcement.

## **19. HEALTH AND SAFETY**

School's Out views the health and safety of all its users and staff as of paramount importance. To this end we will ensure that:

- We provide a safe and suitable environment in line with current legislation.
- Hygienic, smoke-free premises in a good state of repair and decor.
- Health & Social Care Standards for staff to child ratios and space standards are met.
- Furniture, equipment and toys are clean and well maintained.
- Staff take measures, always, to control the spread of infection.
- Undertake regular premises, equipment and activities risk assessments.
- Management is aware of Health and Safety Legislation responsibilities.
- All required reporting procedures are in place.
- Child Protection Policy and Accidents and Incidents policies are in place.
- Clear procedures exist for the use, storage and administration of medications.
- All food is properly prepared and provides a well-balanced and healthy diet.
- Children will learn about healthy lifestyles, relationships, hygiene, diet and personal safety.
- Children will enjoy safety but will not be over-protected.

**Perceptive Action C.I.C - School's Out Peebles, Penicuik, Clovenfords, Melrose**

Mob: 07575857585 E: [clare@schoolsout.world](mailto:clare@schoolsout.world)

- Children will have regular access to fresh air and energetic physical play.

All School's Out staff receive Health and Safety Policy training during induction, but this policy is regularly referred to and discussed at staff meetings.

Matters relating to the Health and Safety of Children in our care are recorded and the company regularly monitors its Health and Safety procedures to ensure the maintenance of high standards of care.

## **20. MOVING AND HANDLING POLICY**

Moving and handling is eliminated in all but exceptionally hazardous or life-threatening situations. Children and young people should be encouraged to assist with their mobility whenever possible.

If required, moving and handling of a child should be done in a sensitive and caring manner, always respecting their dignity.

Staff should assess the situation and always ensure their own safety before moving and handling.

When moving and handling equipment staff should:

- Assess the situation to ensure moving and handling is needed.
- Ensure area is safe, i.e no obstacles/slippery surface.
- Ask for help if needed.
- Keep your back straight and bend knees.
- Keep your feet stable and shoulder-width apart.
- Have a firm hold.
- Keep any weight close to the body.
- Lift as smoothly as possible.
- Never lift above shoulder height.

## **21. ACCIDENTS AND INCIDENTS POLICY**

School's Out Service is committed to ensuring that children and young people attending enjoy a safe environment in line with all relevant legislation.

**To this end, the service's management will ensure that:**

- The service has a Health and Safety Policy that involves the use of regular risk assessment and regular maintenance of premises and equipment.
- The service's management and appropriate staff are knowledgeable about all relevant health and safety legislation and their responsibilities in law.
- There will always be at least one member of staff on duty who holds a currently recognised and relevant First Aid Certificate.
- An Accident and Incident Recording Book will be available each time the service is operational through the ipal portal.
- All Accidents and Incidents involving children, young people, staff or anyone in the service's premises are recorded within the ipal portal.
- If a more serious accident occurs the injured party will be taken to the health centre, or an ambulance will be telephoned; this will happen whilst a staff member always stays with the child.
- The Parent/Carer/emergency contact must also be telephoned immediately.
- All Accidents and Incidents involving children and young people are reported to the parents or carers both verbally and in written format.

- All Accidents and Incidents to staff or other members of the public that require to be reported to another authority (for example, the Care Inspectorate, Health and Safety Executive or Environmental Health) are duly reported.
- All Accidents or Incidents involving the service's premises, materials or equipment must be reported to the Service Manager and Company Directors.
- All equipment designed to either prevent an accident or incident or designed to tackle an accident or incident will be regularly maintained.
- The national no smoking policy is adhered to.

#### **In the event of an accident Staff will:**

- Comfort the child and reassure them.
- Assess the extent of injury and, if needed, call for an ambulance.
- Conduct any first aid procedures that are necessary.
- Once the child is settled, contact the parent or carer to inform them of the incident/accident; asking them to collect the child or meet at the hospital.
- After every accident or incident staff will complete a report in the accident or incident book. Parent or carer will be asked to sign this book.
- If a head injury has been sustained a Parents/Carers will be informed on collection.
- An incident requiring medical treatment will be reported to the Service Manager who will inform The Care Inspectorate and Insurance Company.

#### **TOILETING ACCIDENTS**

If a child has an accident staff will:

- Reassure the child.
- Act discreetly to avoid undue embarrassment of the child.
- Whenever possible encourage the child to change themselves in the bathroom, give them wipes, and change clothes from 'lost property box.'
- If a child requires assistance due to age/ability two members of staff will be present when changing.
- Use gloves to seal the clothes in a bag to be given to parents.
- Encourage the child to go to the toilet regularly.
- Record in the incident book and monitor with parents.

## **22. CHILD PROTECTION POLICY**

The policy of School's Out is to safeguard the welfare of all children in their care by protecting them from exploitation and physical, sexual and emotional abuse. To achieve the aims of this policy, School's Out will always put the welfare and rights of a child first. We do this by:

- Promoting programmes on healthy lifestyles and relationships, hygiene, diet and personal safety in partnership with parents.
- Making sure that Staff, Volunteers, premises and programmes are carefully selected, vetted and supervised.
- Staff have a clear understanding of their roles and responsibilities in protecting children and young people from harm, abuse, bullying and neglect.
- Staff receive training in the recognition of harm, abuse, neglect, bullying and discrimination and will follow the service's procedures in addressing these issues.
- Giving parents, children and carers information about what we do and what they can expect.
- Letting parents and children know how to voice their concerns or complain if there is anything they are not happy about.

- The service child protection procedures meet the Scottish Government's guidance on child protection.
- The service will always meet the recommended adult-child ratio.
- Regular risk assessments will be conducted.
- Ensuring all child protection matters comply with the service's Confidentiality and Record-Keeping Policies.

## **PARENTAL RESPONSIBILITIES AND RIGHTS**

As part of our Child Protection Procedures, we ask the person/s with parental responsibility to complete an information / registration form for their child stating details of each person with parental responsibility.

## **DEALING WITH ALLEGATIONS OF ABUSE**

Clear procedures exist (see below) for dealing with allegations, suspicions and disclosures of abuse. Schools Out **will** always refer allegations to the Social Work Department Child Protection Unit. We will **NOT** carry out these investigations ourselves. It is up to the Schools Out Manager to decide if a serious allegation is to be reported.

Should it be necessary for us to make a referral, you as the parent or carer will be notified by either the Social Work Department, or the Directors of Schools Out; this is following the advice given by the Social Work Department. We have taken this decision so that we do not put at risk any investigation they may choose to undertake.

We seek your co-operation and support in implementing this policy. If you have any concerns or queries regarding this policy or any other matter relating to the care of your child/children, please contact the Manager at Schools Out.

## **CHILD PROTECTION PROCEDURE**

If a child discloses a child abuse incident staff will:

- Reassure the child.
- NOT ask any leading questions.
- Record a detailed account (Well-being concern form) of what was said and by whom.
- All details will be immediately passed to the Service Manager as the Child Protection Officer.

If the Service Manager is not available, then staff will contact the Duty Social Work Department directly and inform them of the situation.

**NB. CHILD PROTECTION MATTERS ARE ABSOLUTELY CONFIDENTIAL AND MUST ONLY BE DISCUSSED WITH THE SERVICE MANAGER OR SOCIAL SERVICES. STAFF WILL NOT DISCUSS EXTERNALLY, ANY DETAILS OF, OR MATTERS ARISING FROM, A CHILD PROTECTION INCIDENT.**

## **23. ALCOHOL AND SUBSTANCE USE POLICY**

At School's Out we are committed to taking all necessary steps to keep children safe and well. This includes ensuring that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children. This policy aligns with the Health and Safety at Work and Misuse of Drugs legislation which legally requires companies to provide a safe working environment for all employees. Additionally, it supports our commitments to safeguarding children. Please read alongside our *Safeguarding and Child Protection Policy*.

**Perceptive Action C.I.C - School's Out Peebles, Penicuik, Clovenfords, Melrose**

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Policy Approved by: Lead Director - Clare Swann

**15 of 24**

Rev 2: 7/3/2025 – Review by: 7/9/25

## **Alcohol Use**

- Anyone arriving at any of our childcare settings under the influence of alcohol will be asked to leave.
- If they are a parent/carer, the setting manager will use professional judgement as to whether the parent is suitable to care for the child.
- If deemed unsuitable we will call the second contact on the child's registration form to collect them.
- If a child is believed to be at risk, we will follow the *Safeguarding Children/Child Protection* procedure and may contact the police and children's social services.
- If anyone arrives in a vehicle under the influence of alcohol, the child will not be permitted to leave in the vehicle, and the police will be informed.
- Any persons (including staff, students, parents, carers, visitors, contractors) must not bring alcohol on to any of our childcare premises.

## **Substance Use**

- Anyone arriving at any of our childcare settings under the influence of illegal drugs will be asked to leave.
- If they are a parent/carer, the setting manager will use professional judgement as to whether the parent is suitable to care for the child.
- The childcare setting may call the second contact on the child's registration form to collect them.
- If a child is believed to be at risk, we will follow the *Safeguarding Children/Child Protection* procedure and may contact the police and children's social services.
- If any persons (including staff, students, parents, carers, visitors, contractors) is suspected of possessing illegal drugs, or of driving, under the influence, the police will be contacted.

Our priority is to maintain a safe and supportive environment for all. Any breach of this policy will be taken seriously and dealt with accordingly. Aggressive and abusive behaviour will not be tolerated at any time.

## **24. BEHAVIOUR MANAGEMENT POLICY**

School's Out aims to promote positive behaviour by treating everyone connected with the service with dignity, respect, equality and fairness always; by creating a safe and secure environment free from bullying, harassment and discrimination; by ensuring that users are free from harm and their rights upheld.

### **We will achieve this by:**

- Valuing each child and young person as an individual.
- Ensuring staff interaction with children and young people builds confidence, encourages learning and skills development. and values the contributions of children and young people.
- Collaborating with parents and carers to promote positive behaviour.
- Encouraging children and young people's participation in running the service.
- Ensuring staff are trained in recognising harm, abuse, neglect, bullying and discrimination and to actively challenge and respond to such incidents.
- Helping Children / Young People take responsibility for their own behaviour.
- Having an agreed Club Charter that is consistently applied.
- Having a safe environment that meets all relevant legislation and conducting regular risk assessments.
- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.

## BEHAVIOUR MANAGEMENT STRATEGIES

The service, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. All staff will view behaviour as communication and attempt to understand, support and listen to the child. Parents/Carers are encouraged to contribute to these strategies, raising any concerns or suggestions. Behaviour management in the Service is structured around the following principles:

- The services 'Club Charter' will apply equally to all children and staff.
- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm, understanding but assertive manner.
- Staff will state and explain non-negotiable issues.
- Staff will avoid shouting at work.
- Staff will work as a team by discussing incidents, acting collectively and consistently.

## DEALING WITH NEGATIVE BEHAVIOUR

When confronted with negative behaviour, staff will be clear to distinguish between '**disengaged**,' '**disruptive**' and '**unacceptable**' behaviour.

'**Disengaged**' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions staff will be able to re-engage a child in a purposeful activity.

'**Disruptive**' behaviour describes behaviour that prevents other children and staff from feeling safe. Staff will collectively discuss with the child, parents and team using restorative conversation and an agreed action plan for moving forwards.

'**Unacceptable**' behaviour refers to both non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment and continued 'Disruptive' behaviour. Staff will be clear of the consequences that will follow from such behaviour, including in the first instance, temporarily removing the child from the activity. If unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspension and Expulsion Policy.

**NB. We have a duty of care to all staff, children and volunteers, while we ensure the above steps are implemented. Continued violence displayed towards staff, volunteers and other children cannot and will not be tolerated and will result in the child's space being withdrawn from School's Out.**

## 25. BULLYING POLICY

We define bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. School's Out is committed to providing an environment for children that is safe, welcoming and free from bullying. The Manager and the staff will make every effort to create a tolerant and caring environment in the service, where bullying behaviour is not accepted.

## DEALING WITH BULLYING BEHAVIOUR

Despite all efforts to prevent it, bullying behaviour may occur. In the event in such an incident, the following principles will govern the staff's response to bullying behaviour during a session:

- All incidents of bullying will be addressed thoroughly and sensitively and recorded in the Incident Book.
- Children will be strongly encouraged to immediately report any incident of bullying that they witness.
- Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the service.

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- Anyone who has been a victim of bullying will be supported by the staff team and kept under supervision.
- Bullying will be dealt with through Behaviour Management; the child will be encouraged to discuss their behaviour using a Restorative approach.
- If Bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- Children have the right to be taken seriously when they confide that someone has been ill-treating them.
- Childcare staff will not take a child's, or a parent's, accusation of bullying as proof without further checking as to the circumstances of the incident.

## **26. SUSPENSIONS AND EXPULSIONS**

School's Out is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Disruptive or challenging behaviour will be tackled collectively between the staff Parents/Carers and children. There are occasions when such strategies do little to alter the negative behaviour and so, in such cases, further action will be necessary. This may include reviewing a child's place at School's Out, either on a temporary or permanent basis:

- Any persistent disruptive behaviour from a child will result in a written warning from the Manager.
- Staff will meet the parents/carers of the child in question to explain why their behaviour is disruptive and the consequences that may derive from further such incidents.
- Children are encouraged to discuss their behaviour and helped to develop strategies to avoid repeated incidents.
- School's Out reserves the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour, as defined in our Behaviour Management Policy.
- We may also have to impose the Suspension/Expulsion Policy where there are serious matters of dispute, regarding the provision, between a parent/carer and School's Out.
- Children will only be Suspended or Excluded as a last resort, or when any other child/staff members are potentially at risk.
- All details of Warnings, Suspensions and Exclusions will be kept in the child's file. Each warning will be discussed with the child's parent/carers.
- All staff will be given an overview of any warnings given to a child.
- No member of staff may impose a suspension from School's Out without prior discussion with the Service Manager or Directors.
- When a period of Suspension is over the Manager will have a discussion with the child's parent/carer in which the conditions of the return of the child will be set out.

## **27. FLIGHT RISK**

When dysregulated, upset or frightened for whatever reason children may have a flight response. This means leaving rooms and premises without permission or adult supervision.

**This policy will state the steps we take to ensure these children are safe while in our care:**

- If your child is or has been known to use a flight response at home/school or another setting it should be communicated to the service on registration.

- The child's journal and play plan with risk assessment must be prioritised and completed or updated straight away and shared with all staff.
- Children should be reminded that they must ask a member of staff before leaving any rooms regularly.
- If continued incidents occur a 1-1 charge (£12 per hour) may have to be applied to ensure staff-child ratios are in place for all other children in our care.

**If a child was to leave the premises without permission these are the steps that should be followed:**

- One member of staff should follow the child and have eyes on them while they attempt to bring them back into the club, this needs to be communicated to other members of staff on duty.
- The member of staff should, to the best of their ability get the child back in our care as quickly as possible. By: offering distraction and/or calmly reassuring the child that they can return to a quieter area of the club without judgement and/or that we can call a parent/guardian to collect them.
- Staff need to be mindful of the child's safety and their own in situations such as running across roads or the child using a fight response. Staff must **not** attempt to restrain or put hands on the child.
- Another member of staff should phone the child's contact so they are aware of the situation. All other children should be safely gathered in the main play room while the situation is resolved.
- If the child cannot be located, the police and Parent/Guardian must be contacted immediately.
- It is important that this incident is recorded in the child's play plan.
- An incident report must be completed and shared with the manager so that a C.I report can be made.
- If the child continues to use a flight response and is clearly demonstrating that they do not want to be in our care a meeting must be held with the Parent/Carers to discuss the appropriateness of the placement. If it is deemed in the best interests of the child's safety to be withdrawn from the setting the cancellation policy will not be enforced.

## **28. PARENT/CARER PARTNERSHIP/PARTICIPATION**

School's Out values and encourages the involvement of parents/carers in the life of the service. We will promote partnership with parents/carers by:

- Providing Aims and Objectives, Policies and Procedures information.
- Encouraging pre-admission visits.
- Ensuring staff collaborate effectively with parents to support each child's needs.
- Sharing information with parents/carers to support their child's needs.
- Sharing information with parents and carers about their child's progress.
- Creating an environment promoting respect, trust and open communication.

- Collaborating with parents/carers to promote positive behaviour and deal with negative behaviour.
- Staff treat all parents/carers equally whilst also valuing, and considering, their views and input.
- Ensuring that all parents/carers can complain without fear of victimisation.
- Providing a private area for discussions with staff.
- Ensuring that all parents/carers contribute to evaluation of the service's work.
- By maintaining information confidentially while providing access to the record of a parent or carer's child.

## **29. CONFIDENTIALITY**

The operation of School's Out involves the sharing of information between the users and the service. To respect the dignity and privacy of all users, the service will actively promote confidentiality in the following ways:

- Providing guidelines for staff on required records and reports.
- Providing guidelines for staff on handling sensitive/confidential information.
- Undertaking not to disclose confidential information unless required to do so in matters of child protection or life and death situations.
- Not discussing parents/carers confidential matters with other children/parents.
- Adhere to current legislation by keeping all records in a secure locked cabinet.

## **30. INFECTION CONTROL POLICY**

### **DEALING WITH SPILLAGE**

- Spillages of substance likely to result in the spread of infections will be dealt with rapidly and carefully.
- Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically.
- Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution and wash themselves thoroughly afterwards.
- Children will be kept well clear while such substances are being dealt with.

### **PERSONAL HYGIENE**

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Taking any other steps that are likely to minimise the spread of infections.

### **KITCHEN HYGIENE**

Staff are particularly careful to observe exacting standards of hygiene in such instances to ensure this we follow the following steps:

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after use.
- Staff and children will wash their hands thoroughly before touching food.
- Staff wash their hands and wear disposable plastic gloves when serving food.

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### **31. UNWELL CHILD, ADMINISTRATION AND STORAGE OF MEDICATION**

- Staff can only administer medication to a child if it is prescribed by a GP. The request to do so must come in writing, using the appropriate medication form, from the child's parent or carer. If there is any change of medication a new form must be completed.
- The medication administration sheet will be filled in when medication is administered and signed by two members of staff.
- If, for any reason, a child refuses to take their medication then the parent or carer will be notified, and the incident recorded on the medication sheet.
- Medication will be stored, labelled with the child's name, in a locked cupboard.
- Medication administration and recording training will be scheduled as required.

We aim to protect the health and well-being of all children who come into our care. It is also our aim to ensure that exposure to potential infectious conditions to children is reduced as far as possible and that all children are protected from cross infection from childhood illnesses.

For the well-being of your child, please do not bring your unwell child into the service. If during the day, a child becomes unwell, we will contact the Parent/Carer. It may be just to let you know, or – in cases where a child is not coping – to ask a Parent/Carer to collect their child.

Before we contact a Parent/Carer, our qualified staff will have monitored the child closely. They will take many factors into account before contacting.

#### **For example:**

- Is the child playing happily?
- Is the child eating normally?
- Does the child appear to be in any discomfort?
- Is the child running a temperature?
- Does the child have rashes etc?
- Does the child need constant one to one attention?
- Have there been other cases already?

Once this checklist has been covered, then we will contact the Parent/Carer. Please be assured that we will not do this unless it is necessary. We appreciate that you have work commitments, and that our call might not be welcome. However, we do have a responsibility to act in child's best interests, and to try to contain outbreaks of illness which might have wider implications for School's Out, and for other parent/carers.

**Communicable Diseases which require the child to be kept out of the Service.**  
**The Health Protection Agency has produced documentation that gives clear guidance on Infection Control in Schools and the childcare settings. Please refer to:**  
**<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/exclusion-criteria-childcare-A3-2011-12.pdf>**

### **32. WHISTLE BLOWING POLICY**

School's Out will not accept or condone any behaviour by staff, volunteers or other adults associated with the service that is contrary to the service's Aims and Objectives, Policies and Procedures. We will actively encourage and support the reporting of such behaviour.

#### **We will do this by:**

- Promoting an environment of mutual respect, trust & open communication.

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- Promoting an environment free from bullying, harassment & discrimination.
- Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
- Ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of the service.
- Ensuring that procedures are in place for reporting unacceptable behaviour or practices.
- Actively supporting staff and volunteers who 'blow the whistle' both during the investigation and after, in line with the relevant legislation.

#### **Who to talk to:**

Service Manager:	Pauline Dalton on 07895848678
Lead Director:	Clare Swann on 07575 857585
The Care Inspectorate:	National Enquiry Line on 03456 009527
The Scottish Social Services Council:	SSSC on 03456 030891

### **33. BAD WEATHER POLICY**

In the event of inclement weather conditions affecting parents/carers collecting children at the agreed time. School's Out staff will ensure the safety of the children until such times as parents can get to the pick-up point or alternative arrangements for pick-up can be arranged, whichever is sooner.

We will work in line with School regarding service closure due to severe weather. We will be directed by the decision of the Local Authority and emergency services. If it is deemed unsafe for children to travel to school, it will consequently be deemed unsafe for children to travel to School's Out. Unfortunately, fees will still be payable if School's Out is closed for a maximum of two consecutive days to cover immediate running costs of the service. However, if the weather remains dangerous and the Service must remain closed for more than two consecutive days, then fees from the third day will be refunded.

### **34. BUILDING USERS POLICY**

School's Out will ensure regular communication with other building users. We will check the building diary before every session and take appropriate action regarding risk assessments for rooms being used.

We will attend regular meetings with the school to receive updates and give updates on building usage. School's out staff will communicate regularly with School and SBC staff through face-to-face meetings and the use of a building diary.

### **35. CONTINGENCY PLANNING FOR AN UNFORESEEN EMERGENCY**

In the event of an unforeseen emergency during OOSC hours, e.g. power cut, flood or other emergency, the management and staff will do the following:

- Ensure that all children, staff and visitors are safe.
- Take due care in investigating the cause of the emergency.
- Contact School management immediately to provide information of the emergency and to agree what further actions should be taken.
- In all circumstances, the staff will remain calm, efficient and co-operative.
- If the children need to be immediately evacuated, the fire alarm is to be raised and the children and staff must evacuate the building and meet at the assembly point. The register will then be taken by the Service Manager, after which the children will be taken to a place of safety.

- Should the children require to be immediately collected by parents/carers, the Service Manager will evacuate the children following the procedure above. A group text will then be sent to all emergency mobile phone numbers of parents and carers of children attending that session to advise what they should do.
- Should it be safe for the children to remain in the building, the Service Manager will decide whether it would be beneficial to arrange early collection of all children.

Parents/carers should be assured that School's Out will do everything possible to stay open on these occasions. However, the management may have to take the decision to close if the premises are no longer safe for the children.

In case of fire, flood or severe weather conditions causing more than 50% of staff to be unable to get to the premises to care for the children, a decision to close early may be required. A group text will be sent to all emergency mobile phone numbers of parents and carers of children attending that session, to advise what they should do.

If the service is forced to close for one or more days, for reasons out with our control, parents and carers will be informed by 7am on the first day of closure as follows:

- An email to all parents and carers.
- A group text to the main emergency mobile phone numbers specified in the child's registration forms.
- A service update posted on the School's Out Facebook page.
- A note on the service entry door.
- A telephone call to all parents and carers as soon as reasonably possible.

Unfortunately, fees will still be payable if School's Out is closed for a maximum of two consecutive days to cover immediate running costs of the service. However, if the event is more serious and the Service must remain closed for more than two consecutive days, then fees from the third day will be refunded. A letter will be sent to parents and carers explaining the event in more detail and advising when the service is likely to re-open or re-locate. Relocation of the service to temporary accommodation would require the service management to seek a variation to our Care Inspectorate certification.

### **36. PERMANENT CLOSURE OF SERVICE**

In the event of the unexpected closure of School's Out service we will signpost users to existing services and give as much notice as possible prior to closure.

### **37. DUTY OF CANDOUR**

In line with the new Duty of Candor (Scotland) Regulations 2018, we will ensure that if an incident were to occur resulting in serious harm or death, we will ensure personal contact, support, openness, transparency and communication with people affected. We will include details of this 'new' policy in staff training and development. A Duty of Candor Report will be published each year detailing any/all incidents where Duty of Candor has been implemented.

### **38. GDPR (General Data Protection Regulation)**

In line with new GDPR we will ensure we follow the new guidance set by the regulation. All information held about a child will be stored in a locked cabinet in a locked office. If a child does not re-register for our service after a year or the child stops attending the service within the year all information previously held will be destroyed. Including Email addresses and digital information.

All communication will be in line with GDPR guidelines, and we will use 'bcc' To forward both group emails and text messaging. All staff will be made aware of this policy in staff training and development.

### **39. MARKETING – PHOTOS/VIDEOS**

If permission is granted and you consent on the registration form, School's Out will use photos and videos of the children playing to capture and share the work of School's Out through our Facebook page and website. We also gather images in a floor book and notice board. This is something the children work on throughout the year to record memories and evaluate activities.

***ALL POLICIES ARE REVIEWED REGULARLY AND UPDATED IN ACCORDANCE WITH GUIDANCE FROM CARE INSPECTORATE, SSSC, SCOTTISH GOVERNMENT OR ANY OTHER RELEVANT NATIONAL POLICY CHANGE.***