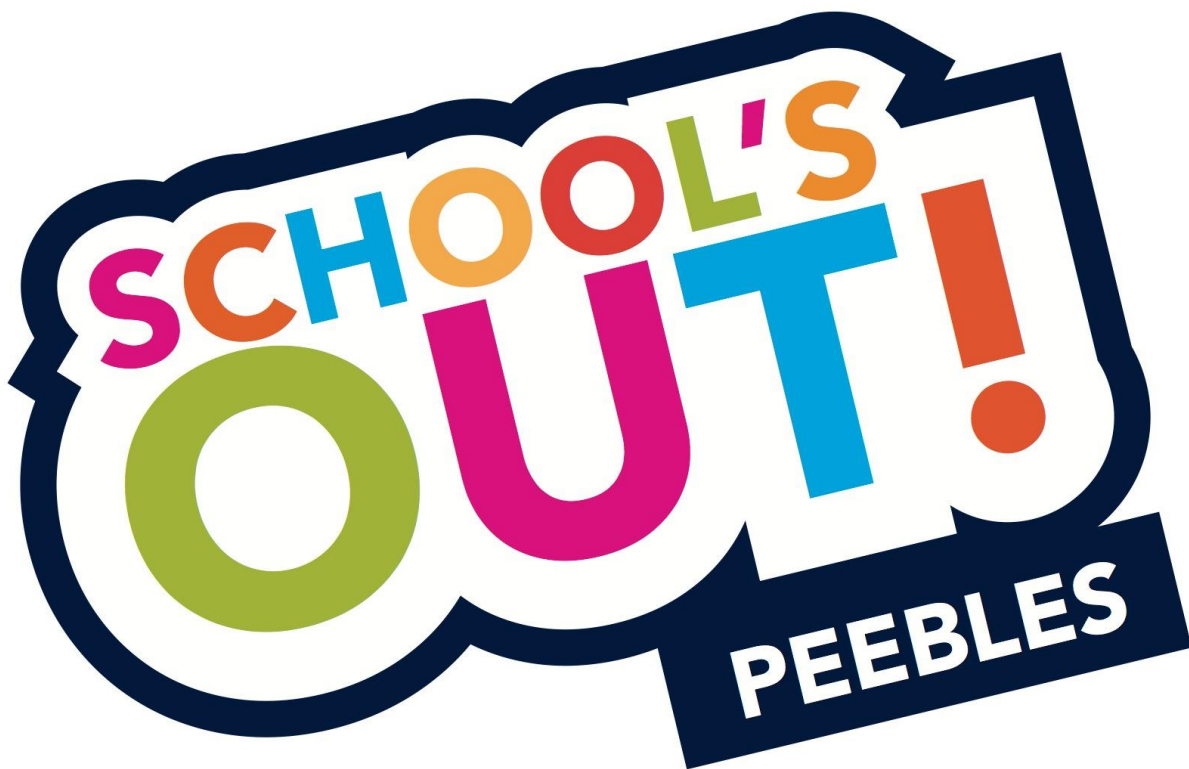


PARENT AND CARER MANUAL



GUIDANCE, POLICIES AND PROCEDURES

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

THE ORGANISATION

The Community Interest Company Perceptive Action (CIC) was established in May 2014 in direct response to an alteration to Council education policy that established an asymmetric school week, a change that highlighted a lack of childcare provision able to meet the needs of parents. Having launched School's Out Peebles as a Care Inspectorate registered Out Of School Club in May 2015, to cover the immediate need for Friday afternoons childcare, the Directors soon recognised the wider concerns of parents about costs, availability and flexibility of available childcare in the local area.

High quality out of school care is reliant on the provision of well considered creative play opportunities by trained, sympathetic and understanding adults in secure and fun surroundings. Providing school age children with a safe and caring environment, in which to engage in a range of both stimulating and restful activities, is essential to their educational and social development. We promote social, emotional and physical wellbeing and encourage the children to develop a sense of fairness, fun and respect, whilst showing courtesy to each other and adults alike.

MISSION STATEMENT

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

PARENT ORGANISATION	PERCEPTIVE ACTION [C.I.C]
ORGANISATION TYPE	COMMUNITY INTEREST COMPANY
COMPANY REGISTRATION	SC477723
CARE INSPECTORATE REGISTRATION NUMBER	CS2014328238
NAME OF SERVICE	SCHOOL'S OUT PEBBLES
SERVICE VENUE	The Drill Hall Walkershaugh Peebles EH45 8AU T: 01721588349
HEAD OFFICE	The Drill Hall Walkershaugh Peebles EH45 8AU T: 01721588349 E: admin@schoolsoutpeebles.co.uk
DIRECTORS	CLARE SWANN M: 07575 857585 GILLIAN MARTIN PAULINE DALTON
SERVICE MANAGER	CLARE SWANN

VALUE STATEMENT:

At School's Out we value child centered 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.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

1. AIMS AND OBJECTIVES

FIRST AIM

Provide the best possible Out of School Childcare

FIRST AIM OBJECTIVES

- Deliver a balanced range of activities to suit the hours / pattern of attendance. Take account of the age, development needs and interests of each young person.
- School's Out Peebles implements policies and procedures that promote the company's aims in practice and these will be made known to all staff, parents, children and young people.
- Initially create 35 places for families who require secure quality childcare facilities for various reasons, such as return to employment, training or further education.
- Maintain maximum staff to child ratios of Monday to Thursday 1:10 and Friday 1:8.

SECOND AIM

School's Out Peebles will grow to respond to the childcare needs of the Community.

SECOND AIM OBJECTIVES

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

THIRD AIM

To employ, where possible, qualified and experienced local people

THIRD AIM OBJECTIVES

- To encourage all childcare staff to progress to the Play Work SVQ level 3 and to take part in other training opportunities, on an ongoing basis, to advance their skill levels.
- 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.
- School's Out Peebles 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.

FOURTH AIM

Promote healthy lifestyles in partnership with Parents, Children and Young People.

FOURTH AIM OBJECTIVES

- Implement National Care Standards.
- Partner with Parents, Children and Young People to promote positive behaviour.
- Encourage enthusiastic involvement in the work of School's Out Peebles.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

SERVICE PROVISION

- School's Out Peebles operates from The Community Centre, (The Drill Hall) Walkershaugh.
- The children are collected from their primary schools, at a designated pick up point, by our staff and escorted to The Community Centre in Walkershaugh. P1 & P2 children are collected from the infant playground direct from their teachers.
- P1 children will be met slightly earlier in their first few weeks of school, due to their early finish, and looked after until the rest of the school comes out.
- School's Out Peebles will provide child-led, fun play activities in line with National Guidance.
- S1 and S2 children will make their own way to The Community Centre.
- There will be opportunities to engage in activities and games, as well as time to do homework as necessary.
- S1 and S2 children can leave only at a time agreed, in writing, by their parents or carers.

SERVICE HOURS

TERM TIME: 7am – school drop off/school pick up – 6pm

HOLIDAY CARE: 8am – 6pm

SERVICE FEES

BREAKFAST - £7 PER SESSION

AFTERSCHOOL - £11.50 PER SESSION

FRIDAY AFTER SCHOOL - £18 PER SESSION

HOLIDAY FULL DAY - £30 PER SESSION

HOLIDAY HALF DAY - £20 PER SESSION

ONE-ONE HOURLY RATE (CHILDREN WITH ADDITIONAL NEEDS) - £10.00 PER HOUR

Invoices will be emailed on the first day of each month for the month ahead. If invoices are not paid within 2 weeks of receipt 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.

We accept Childcare vouchers from a range of companies. Contact service Manager for more information.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

FOOD - PACKED LUNCH

Please can you provide a packed lunch for your child/children if they attend School's Out Pebbles during Holiday Club.

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 endeavour to follow a healthy eating policy at School's Out Pebbles.

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[CIC], **cannot** take any responsibility for any loss or damage to your child's clothing when at the club.
- 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 club 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 Pebbles **does not** allow children to wear football/rugby boots when playing sports games at the Club. This is due to Health and Safety reasons.

PERSONAL POSSESSIONS

Please note that we cannot take responsibility for loss of, or damage to, a child's personal possessions. Labelling your child's possessions would be of great 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 National Care Standards we will strive to take the children out regularly within the local community, e.g local parks, library, Eastgate Theatre, Gytes. 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 club 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.

PLAYPLAN

Children, staff and parents will complete a playplan for the child detailing child's development while attending the service. This will be updated as and when required and renewed every year.

SCHOOL'S OUT PEEBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

STAFF CODE OF CONDUCT:

ALWAYS treat a child's care, welfare and safety as your paramount consideration.

ALWAYS respect a child's right to be involved in making choices and decisions which directly affect him/her.

ALWAYS respect a child's culture, faith and religious beliefs and right to privacy.

ALWAYS respond sensitively to a child anxious about participating in an activity.

ALWAYS speak to someone in charge immediately you are worried about a child.

ALWAYS be aware of, and sensitive to, the vulnerabilities of some children taking account of minority backgrounds.

ALWAYS avoid being alone with children - be in sight/hearing of other adults.

ALWAYS listen carefully to any child who 'tells you' they are being harmed and report immediately to the person in charge/Child Protection Officer.

ALWAYS set an example you would wish others to follow.

ALWAYS give constructive feedback and not negative criticism.

ALWAYS ensure only people with relevant training / qualifications administer first aid.

NEVER exaggerate or trivialise another member's concern about a child or ignore allegations or suspicion of abuse.

NEVER, if concerned about a child's well-being, discuss personal issues about them or their family with others, except the Child Protection Officer.

NEVER use inappropriate language, derogatory remarks or gestures in front of children.

NEVER dismiss what a child tells you as 'lies' or exaggeration.

NEVER allow a child to be bullied or harmed by anyone in the organisation.

NEVER allow children to swear or use sexualised language unchallenged.

NEVER shout at, hit, push or grab a child or young person.

NEVER engage in sexually provocative games, including horseplay.

NEVER allow anyone to touch a child in a sexually provocative way.

NEVER make sexually suggestive comments to a child, even in fun.

NEVER engage in rough physical contact with a child unless allowed this is in the rules of a game/activity or conforming to guidance on appropriate physical restraint.

NEVER form intimate physical or emotional relationships with children.

NEVER harass/intimidate a child/worker/volunteer because of age, race, gender, sexual orientation, religious belief, socio-economic class or disability.

NEVER invite or let children be at your home in the context of your employment.

SCHOOL'S OUT PEEBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

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SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

1. ADMISSIONS POLICY

- When enquiring about a place for your child at School's Out Peebles, 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 place's for your child.
- Admissions will be dealt with on a first come, first served basis. Priority will be given to brothers and sisters who already have a place in the club. 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 Peebles 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 into our club.
- 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 Peebles is offered on a fair basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for your child, you are informed that there is not a suitable one currently available, the School's Out Peebles 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 Community Interest Company [CIC] 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 club but, on request, you will be kept updated as to progress.
- We will contact you by phone when a vacancy becomes available. If, when contacted, you no longer want the place for your child at the School's Out Peebles it will then be offered to the next person on the list.

3. REGISTRATION PROCEDURE

- Parents or Carers should apply in person to enable them to receive a tour of the premises and an explanation of the facilities the Club provides. If possible this will include an introduction to staff members.
- On completion of the registration form, 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.

School's Out Peebles. The Community Centre, (Drill Hall) Walkershaugh, Scottish Borders EH45 8AU

E: admin@schoolsoutpeebles.com  Mob: 07575857585

Policy Approved by: Clare Swann

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Rev 9 Date: 8/1/2024

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

- If all places at School's Out Peebles are filled then your child will be placed on the reserve 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.
- Arrangements will then be made for the child/children to come into the club for a free pre-admission visit to meet other children and staff.
- When registering the child/children the Manager will be delighted to answer any questions or clarify details of the activities and overall service provision.

NOTE:

We cannot commit to a place being available for your child unless he or she is booked in on a permanent basis. We may require to turn down a request for a place in a particular session if we do not get sufficient notice when you make a booking.

As the availability of places is strictly controlled by staff to child ratios this is to ensure we have sufficient staff on hand for the days requested.

4. ANNUAL MEMBERSHIP OF SCHOOL'S OUT PEBBLES

The club's services are only available to registered parents or carers of children for whom a £15 annual family registration/membership fee applies.

5. CANCELLATIONS

28 days notice is needed if cancelling for any reason.

6. STAFF : CHILD ATTENDANCE RATIOS AT DAILY SESSION

35 Maximum daily attendance at School's Out Peebles after school care.

5 Of these places, as required, are designated for children with special needs.

Per session these numbers are subject to the following staffing levels:

Monday to Thursday: <4 hours continuous: 1 Adult to 10 Children

Friday: >4 hours continuous: 1 Adult to 8 Children

7. COMPLAINTS POLICY

School's Out Peebles service users should be able to complain effectively and without fear of victimisation. To achieve this, the club 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 club's Aims and Objectives,
- Train staff in the efficient and sensitive handling of complaints.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

- 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 Peebles 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 complainant/s before producing a full report that will be discussed openly with all parties.
- Provide the Care Inspectorate with detailed information on the club's response to all complaints as they occur. This will be done in a timely manner using the club's online Care Inspectorate account.
- A complainant will be kept informed at all times and has the right to contact **The Care Inspectorate National Enquiry Line: 03456 009527.**

THE THREE STEP PROCEDURE

FIRST STEP: Initially, please direct complaints to School's Out Peebles staff and they will inform the Service Manager, **Clare Swann**, 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 the Directors 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 will then contact The Care Inspectorate's officers and request that they undertake an independent investigation.

8. CARE INSPECTORATE REGISTRATION

- Our premises meet The Care Inspectorate standards.
- The School's Out Peebles registration number is: CS2014328238
- The latest inspection report will be available on the Care Inspectorate website or by requesting a copy from the Play Manager.

9. SENIOR MANAGEMENT STAFF

- The Play Manager is responsible for the daily activities and staff management of the club and is therefore the main day to day point of contact for all parents and carers.
- The Service is directly managed by **Clare Swann** and supported by the Directors of Perceptive Action (CIC). All staff employed by School's Out Peebles are directly responsible to the company in all matters relating to the running of the club.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

10. STAFF ACCREDITATION

- The School's Out staff are all carefully selected by the Directors and will offer a broad range of experience and qualifications. Following Better recruitment through safer recruitment (Care Inspectorate 2019)
- 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 in excess of the minimum requirements of the Act.
- All Childcare staff will have a current PVG before starting work at School's Out Peebles. We will also do follow up checks with previous employers and cross reference with the SSSC register.

11. STAFF AND TRAINING

- Staff are recruited as required to ensure maintenance of a staff child ratio of 1:8 at all care sessions.
- All staff employed will be qualified, or working towards the appropriate qualification for their role, and subjected to a six month probationary period within which they will undergo a staff induction programme.
- After successfully 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 given the opportunity to participate in training leading to the award of Play Worker SVQ.
- 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 code of conduct and childcare standards as outlined by SSSC

12. RECORD KEEPING

School's Out Peebles will maintain records that are required for the efficient and safe management of the club 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.

13. PLAY POLICY

School's Out Peebles 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:

School's Out Peebles. The Community Centre, (Drill Hall) Walkershaugh, Scottish Borders EH45 8AU

E: admin@schoolsoutpeebles.com  Mob: 07575857585

Policy Approved by: Clare Swann **11 of 27**

Rev 9 Date: 8/1/2024

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

Providing opportunities for children and young people to express their views, exercise choice and influence the activities of the club.

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 club'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 act 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 also 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:



SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

We support and facilitate the above 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 ensuring 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. We have a computer suite (SBC) that links children's school accounts. And at the request of children 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.
- Primary 1 & 2's must be supervised at all times when playing digitally.
- Age 8 and over can only play games appropriate to their age group.
- All games must be age suitable
- Children are reminded of 'digital safety' regularly.
- All apps are downloaded and monitored by staff.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

PLAY & RISK

When planning activities, we use a Risk Benefit Assessment in order 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.

PLAY INTERVENTION

We evaluate daily using an adapted framework assessment (based on first claim framework, play wales) to ensure the staff, environment, opportunities and children remain focused on play at all times and to ensure we are as a service offering the best possible play service.

School's Out Peebles supports the view that children and young people should be treated with dignity and respect at all times 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 club.
- 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 club'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.

14. 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/guardians.

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.

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

15. HEALTH AND SAFETY

School's Out Peebles views the health and safety of all its regular 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 good state of repair and decor.
- National Care Standards for staff : child ratios and space standards are met.
- Furniture, equipment and toys are clean and well maintained.
- Staff take measures, at all times, to control the spread of infection.
- Undertake regular premises, equipment and activities risk assessments.
- Management are 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 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.
- Children will have regular access to fresh air and energetic physical play.

All School's Out Peebles 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 it's Health and Safety procedures to ensure the maintenance of high standards of care.

16. MOVING AND HANDLING POLICY

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

If required moving and handling of a child should be done in a sensitive and caring manner respecting their dignity at all times.

Staff should assess the situation and ensure their own safety at all times 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 you back straight and bend knees

SCHOOL'S OUT PEBBLES BREAKFAST, OUT OF SCHOOL & HOLIDAY CLUBS

- Keep you 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

17. ACCIDENTS AND INCIDENTS POLICY

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

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

- The club has a Health and Safety Policy that involves the use of regular risk assessment and regular maintenance of premises and equipment.
- The club's management and appropriate staff are knowledgeable about all relevant health and safety legislation and their responsibilities in law.
- There will be at least one member of staff on duty at all times who holds a currently recognised and relevant First Aid Certificate.
- An Accident and Incident Recording Book will be available each time the club is operational.
- All Accidents and Incidents involving children, young people, staff or anyone in the club's premises are recorded.
- If a more serious accident occurs the injured party will be taken to the health centre or an ambulance will be telephoned; this whilst a staff member stays with the child at all times.
- 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 Health and Safety Executive or Environmental Health) are duly reported.
- All Accidents or Incidents involving the club's premises, materials or equipment must be reported to the Club 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.
- Carry out any first aid procedures that are necessary.
- Once the child is settled, contact parent or guardian to inform them of the incident/accident; asking them to collect the child or meet at the hospital.

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- After every accident or incident staff will complete a report in the accident or incident book. Parent or guardian will be asked to sign this book.
- If a head injury has been sustained a letter will be sent home with the child.
- An incident requiring medical treatment will be reported to the Service Manager who will inform The Care Inspectorate and Insurance Company.

18. 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, change of clothes from 'lost property box'.
- If child requires assistance due to age/ability 2 members of staff will be present when changing
- Use gloves to seal the clothes in bag to be given to parents.
- Encourage the child to go to the toilet every few hours
- Record in incident book and monitor with parents

19. CHILD PROTECTION POLICY

The policy of School's Out Peebles is to safeguard the welfare of all children in their care by protecting them from exploitation and physical, sexual and emotional abuse. In order to achieve the aims of this policy School's Out Peebles 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 club'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 club's child protection procedures meet the Scottish Government's guidance on child protection.
- The club will meet the recommended adult : child ratio at all times.
- Regular risk assessments will be carried out.
- Ensuring all child protection matters comply with the club's Confidentiality and Record-Keeping Policies.

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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.

Further information on current Parental Rights and Responsibilities law can be accessed on the Scottish Government website at this link:

<http://www.gov.scot/Publications/2006/04/27135509/1>

DEALING WITH ALLEGATIONS OF ABUSE

Clear procedures exist (see below) for dealing with allegations, suspicions and disclosures of abuse. Schools Out Peebles 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 Peebles 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 guardian will be notified by either the Social Work Department, or the Directors of Schools Out Peebles; this in accordance to the advice given by the Social Work Department. We have taken this decision so that we do not place 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 Peebles.

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 of what was said and by whom.
- All details will be immediately pass to the Service Manager as the child protection officer.

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

Contact Social Work at:

Social Work Department
Rosetta Road
Peebles
Tel: 01721 726355

CHILD PROTECTION MATTERS ARE ABSOLUTELY CONFIDENTIAL AND MUST ONLY BE DISCUSSED WITH THE SERVICE MANAGER OR SOCIAL SERVICES.

STAFF WILL NOT DISCUSS, INTERNALLY OR EXTERNALLY, ANY DETAILS OF, OR MATTERS ARISING FROM, A CHILD PROTECTION INCIDENT.

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20. PROMOTING POSITIVE BEHAVIOUR

School's Out Peebles aims to promote positive behaviour policy by treating everyone connected with the club with dignity, respect, equality and fairness at all times; by creating a safe and secure environment free from bullying, harassment and discrimination; by ensuring that users are free from exploitation and abuse.

We will achieve this by:

- Valuing each child and young person as an individual.
- Ensuring staff interaction with children and young people builds confidence, encourages learning and skills development. and values the contributions of children and young people.
- Working with parents and carers to promote positive behaviour and deal with difficult behaviour.
- Encouraging children and young people's participation in running of the club.
- Ensuring staff are trained in recognising harm, abuse, neglect, bullying and discrimination and to actively challenge and respond to such behaviour.
- Helping Children / Young People take responsibility for their own behaviour.
- Having a Child Protection Policy.
- Having a Code of Behaviour that is consistently applied.
- Having a safe environment that meets all relevant legislation and by carrying out regular risk assessments.
- Having a non-smoking environment.

BEHAVIOUR MANAGEMENT POLICY

School's Out Peebles uses a Behaviour Management Policy to help children implement:

- Develop a sense of caring and respect one another
- Build caring and co-operative relationships with other children and adults.

BEHAVIOUR MANAGEMENT STRATEGIES

The club, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/Carers are encouraged to contribute to these strategies, raising any concerns or suggestions. Behaviour management in the Club is structured around the following principles:

- The clubs 'ground rules' 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 but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. 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.

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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 a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequence will follow from such behaviour, including in the first instance, temporarily removing the child from the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspension and Expulsion Policy. At all times children will have explained to them the potential consequences of their actions.

21. BULLYING POLICY

We define bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. School's Out Peebles 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 club, where bullying behaviour is not accepted.

DEALING WITH BULLYING BEHAVIOUR

Despite all efforts to prevent it, bullying behaviour can occur on occasions and School's Out Peebles recognises this fact.

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 club.
- 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 bully will be encouraged to discuss their behaviour.
- 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.

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22. SUSPENSIONS AND EXPULSIONS

- School's Out Peebles 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 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 Peebles, 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 or carers of the child in question to explain why their behaviour is so 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 Peebles 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 Peebles.
- 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 brief overview of any warnings given to a child.
- No member of staff may impose a suspension from School's Out Peebles 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.

23. PARENT/GUARDIAN PARTNERSHIP/PARTICIPATION

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

- Providing Aims and Objectives, Policies and Procedures information.
- Encouraging pre-admission visits.

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- Ensuring that staff understand their role and responsibilities in protecting children from harm, abuse, bullying and neglect.
- Ensuring staff work 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.
- Working with parents/carers to promote positive behaviour and deal with difficult behaviour.
- Staff treating all parents/carers equally and fairly whilst also valuing, and taking into account, 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 club's work.
- By maintaining information confidentially while providing access to the record of a parent or carer's child.

The School's Out Peebles A.G.M. is open to all Parents/Guardians where they may, if they wish to do so, nominate two Parents/Guardians to the Parent Advisory Board. Open meetings will be called each term to exchange ideas and information and allow social interaction.

Fund raising activities by parents are encouraged using School's Out Peebles contacts to ensure purchase of good quality materials and the replenishment of these items.

24. CONFIDENTIALITY

The operation of School's Out Peebles involves the sharing of information between the users and the club. In order to respect the dignity and privacy of all users, the club 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.

25. 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.

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- 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 high 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.

26. 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 2 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.

27. UNWELL CHILDREN, INFECTIONS, MEDICINES POLICY

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.

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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 possible outbreaks of illness which might have wider implications for School's Out Peebles, and ultimately for other parent/carers.

Communicable Diseases which require the child to be kept out of the Club
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>

28. WHISTLE BLOWING POLICY

School's Out Peebles will not accept or condone any behaviour by staff, volunteers or other adults associated with the club that is contrary to the club'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.
- 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 club as a whole.
- 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.

School's Out Peebles. The Community Centre, (Drill Hall) Walkershaugh, Scottish Borders EH45 8AU

E: admin@schoolsoutpeebles.com  Mob: 07575857585

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Who to talk to:

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

29. BAD WEATHER POLICY

In the event of inclement weather conditions effecting 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 Local Schools regarding service closure due to bad weather. We will be directed by the decision of 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 Peebles is closed for a maximum of two consecutive days to cover immediate running costs of the club. However, if the weather remains dangerous and the Club has to remain closed for more than two consecutive days, then fees from the third day will be refunded

30. BUILDING USERS POLICY

School's Out will ensure regular communication with other building users of the centre. 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 management committee to receive updates and give updates on building usage. School's out staff will communicate regularly with community centre staff through face to face meetings and use of building diary.

31. CONTINGENCY PLANNING FOR AN UNFORESEEN EMERGENCY

In the event of an unforeseen emergency during After School or Holiday Club 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 situation.
- Contact the Community Centre management immediately to provide information of the emergency and to agree what further actions should to 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 the Service Management, 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 Management 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 Management will decide whether it would be beneficial to arrange early collection of all children.

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Parents/carers should be assured that School's Out Pebbles 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 need 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 outwith 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 Pebbles Facebook page.
- A note on the club 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 Pebbles is closed for a maximum of two consecutive days to cover immediate running costs of the club. However, if the event is more serious and the Club has to 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 club is likely to re-open or re-locate. Relocation of the service to temporary accommodation would require the club management to seek a variation to our Care Inspectorate certification.

32. 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.

33. DUTY OF CANDOUR

In line with the new Duty of Candour (Scotland) Regulations 2018, we will ensure that if an unexpected 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 Candour Report will be published each year detailing any/all incidents where Duty of Candour has been implemented.

34. 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 new policy in staff training and development.

School's Out Pebbles. The Community Centre, (Drill Hall) Walkershaugh, Scottish Borders EH45 8AU

E: admin@schoolsoutpebbles.com  Mob: 07575857585

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35.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 floorbook, 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 INLINE WITH GUIDANCE FROM CARE INSPECTORATE, SSSC, SCOTTISH GOVERNMENT OR OTHER NATIONAL POLICY CHANGE.