



Handbook 2017-18



Dear Parent/Carer

We would like to take this opportunity to welcome you and your family to Time-Out Club.

Since 1990, we have been delivering quality childcare in Milngavie and Bearsden.

We are a voluntary organisation, run by parents and for sustainability we depend and require parents on our Board of Directors'

Please consider being on our board; email for information
Directors@timeout.club.co.uk

We are a registered charity and a company limited by guarantee, regulated by the Care Inspectorate.

We have five separate playsettings, providing child care for over two hundred and fifty families within our community.

The Managing Director together with two Managers, have full responsibility for all the settings. The principle contacts should be the settings' supervisor and team; however, you are very welcome to contact any of the managers at any time.

Our ethos is child-centred, community based, and our profile is one of professionalism, that enables us to work within the required legislative and regulatory framework of our profession.

Our aim is to provide your child/ren with an environment where they can play, learn new skills, and enjoy socialising.

We ensure that we will employ confident and competent staff, who have a sound understanding of their roles and responsibilities together with experience, qualifications, SSSC registrations and PVG membership to enter the childcare workforce.

We rotate all of our staff on a consistent basis.

This allows for all of the children to get to know all of the staff.

For holiday/in service care, all settings combine and staff work together at one of our four play settings (venue is highlighted on all booking forms)

In this handbook, we have included general information and guidelines.

More in-depth information on our policies and procedures are available on the parent information station at each of the playsettings.

Whilst your child/ren attend, we will deliver newsbytes via email. If you wish paper copies, please request this with the supervisor.

We also frequently update our website www.time-outclub.co.uk and Facebook page www.facebook.com/Time-Out-Club

Please lookout in the setting notice boards for updates on regulations, what the children have doing, holiday bookings and any up and coming events.

We hope you and your child/ren enjoy attending and look forward to meeting your family very soon.

Kind Regards

Management Team



Managing Director
Celeste Gilbey
07980 597380



Manager
Moira Dickson
07837338647



Manager
Paula Murray
07854455560

Application forms

Please ensure that all fields are complete, we will return any incomplete forms to you. (This is legislation)

We review all applications mid-term. The supervisor of the play setting will organise this with you.

If you change numbers/addresses/additional contact, please inform us, having the correct information is vital.

We will notify you by email when your application forms are to be renewed.

Once staff have received your renewed application, this is confirmation that your place will be continued, will not be issue written confirmation unless your request has varied.

A settle in visit will be organised by the play setting supervisor, for any new applications.

We require children to be accompanied (arriving and departing) with an adult over 16 years or sibling over 14 yrs. (Primaries 1-7)

Academy school children are permitted to walk to TOC, only with written parental consent (a time will be fixed for their arrival) a staff member will sign them in to the rota.

Injury and Employer's Insurance

Details of our insurance schedule are clearly displayed in each play setting.

Opening and Closing times

We will collect your child on early closure:

Easter 2.30pm, Christmas 2.30pm and start of summer holidays 1pm

After school: Monday – Friday (term time):

School finishing time until 5.55pm.

Breakfast Club: Monday – Friday (term-time)

8am -9am. (Sign in required)

Holidays/In-service days: 8am – 5.55pm (Sign in required)

Under the terms of our let, we are in breach of contract after 6pm

(See late pick up)

If your child/ren are going to be, absent what should you do?

Breakfast Club: please phone us in advance, leaving a text or message on the answer machine of the setting your child attends or by 8.15am.

Afterschool: please phone us in advance, leaving a text or message on the answer machine of the setting your child attends or by 2.30pm.

Holidays/In-service days: please phone us in advance, at our holiday setting before 9.00am.

A list of our telephone numbers are available in all of website and our settings all have 24h answer machines.

Please be mindful Non-notification of absence; will result in staff following Formal In house communication procedure.

Phone the house, mother/father mobile/work, emergency contact ensuring we speak to someone. If after 20 mins we are unsure of the safety of a child, or suspect an unforeseeable event, the manager will take the decision to contact the police.

Breakfast Club

If a child does not attend breakfast by 8.30am, *formal in house procedure*

After school

If a child is, absent without TOC prior knowledge, *formal in house procedure* applies. We notify the school as well.

If after 20 mins we do not know the location of a child, the manager will take the decision to contact the police.

Full day care

If a child is, absent by 10am without TOC prior knowledge.

Formal in house procedure: if we are unsure of a child safety or suspect an unforeseeable event, the manager will take the decision to contact the police.

Costs: Are available at each play settings and on our website.

A standing order will be issued to you.

Our accounts are outsourced, any payment issues/enquires are dealt with our accounts associate: payments@time-outclub.co.uk.

Cost are calculated (term time) over 11 months and set annually, the standing orders are issued at the end of term in June. Your monthly standing order/childcare voucher must be arranged to start on or before the 14th of each month. (unless otherwise stated). First payment is 14th August- last payment 14th June. (to be adjusted annually) The payment should be exact. Please ensure you use your child's name as reference on the standing order/childcare voucher as we require this for tracing the payment. We will allow 3 working days for the money to reach our account. Refunds will not be made for non-attendance or days transferred. Admin charges apply for lateness.

When leaving Time Out club

A 4-week notice period in writing or the cost in lieu is required for leaving or any changes. The 4-week notice period is payable, even if your child/children does/do not use the place during the notice period.

Childcare Vouchers

We accept a range of childcare vouchers from most voucher companies. Please check with our accounts associate. The care inspectorate registration numbers are indicated on the bottom of your standing order, please use for reference purposes when registering with your childcare voucher provider. Any queries please email - payments@time-outclub.co.uk

Debt Policy

It is the responsibility of each Parent/Carer to pay their monthly standing order.

If anyone is having difficulty meeting this, we ask you to contact a member of the management team immediately.

Non-Payment of the given standing order results in:-

Notification by letter after first month of nonpayment.

Second month of nonpayment withdrawal of place if debt is not paid immediately debt handed over to collecting agency on our behalf.

This ensures that debt cannot mount up to an amount that cannot be met. If debt has been highlighted under this category we would incorporate an initial administration charge £25 and then £5 weekly thereafter.

Any parent-withdrawing placement with any finance outstanding or financial dubiety will **not** be approved to re- submit any application for a further placement.

Ad - Hoc

During term time; if you require an additional place for your child/ren on different days or times than originally allocated, we have an ad-hoc system (please note places are very limited)

Forms are available on the parent station in the play setting or in the download section of our website. <http://www.time-outclub.co.uk/>

Once we have confirmed your Ad-hoc booking you will be issued with a reference number this will be required at all times when your child is collected.

Holidays

We will notify the venue on the booking form. We open at 8am and close at 5.55pm. Holiday booking forms are available to download on our website. <http://www.time-outclub.co.uk/>

To secure a place, please ensure your holiday booking form is received with payment before the [deadline dates](#). (next page)

Once we have confirmed your holiday booking we will issue a reference number, this will be required at all times when your child is collected.

We welcome all children from all our settings, including school age children that do not normally attend. Please complete all details on the booking form for processing purposes.

We have a varied full day programme that includes many activities for all children to enjoy, indoor and outdoor play and days out.

All payments will be processed after the deadline date – unless otherwise stated.

We will provide breakfast and ask you to provide your child with a packed lunch together with snacks.

Please no nut products.

For morning, outings please ensure your child is in before 9am.

Deadline dates for holiday bookings 2017-2018	
Thereafter £15.00 late booking fee applies	
Deadline dates	
Oct in-service	Thursday 21 st Sept 17
Feb in-service	Friday 19 th January 18
Easter.	Friday 2 nd March 18
May in-service	Friday 27 th May 18
Summer	Friday 1 st June 18
Time-out club closures 2017-18, last dates inclusive	
September	Fri 22 nd Sept to Mon 25 th Sept 17
October week	Mon 16 th Oct to Fri 20 th Oct 17
December:	Mon 25 th Dec to Fri 5 th Jan 18
February midterm	Mon 12 Feb to Tues 13 th Feb 18
Easter:	Fri 30 th March to Mon 2 nd April 18
May:	Mon 7 th May 18
May:	Fri 25 th & 28 th May 18
Summer:	Mon 2 nd July to Fri 13 th July 18

Late Pick-Ups

Please support us by ensuring that your child/children are picked up by 5.55pm.

Late pick-ups cause many problems – Under the terms of our rental agreement with East Dunbartonshire Council, we are in breach of contract after 6pm. Please be mindful our staff all have personal, after work commitments however, they would never leave a child on their own. We will monitored continual lateness. Late charges may apply.

Uncollected Child

If at 6pm a child has not been collected and we have had no communication. We will call duty manager in the first instance.

Formal In house communication procedure applies

If no contact is made we then:

Phone the emergency/ local contact.

By 6.30 if we still have no information and communications have been unsuccessful, we would then call the social services -West of Scotland Standby Service on 0800 811505

Healthy Eating (*We are a nut free environment*)

Light snacks and fruit/veg are offered to the children every day afterschool, of course this is not intended a substitute for dinner and should not be regarded as such.

There should be no deemed “unhealthy food” high in sugar or fat; sweets or chocolates brought in to the play setting.

We do not encourage children to bring in any personal individual foods before or after school.

Any special occasions/celebrations, activities will be agreed with the parents/manager and monitored by staff

Menus; will be displayed on the notice board.

All staff will use the East Dunbartonshire Nutritional Guidelines in conjunction with “**Setting the Table**” document.

<http://www.healthscotland.com> (last accessed May17)

Any individual dietary requirements or allergies/intolerances will be discussed with on your settle in visit.

Toileting

Staff assume all children that attend are fully toilet prepared for school. If your child has difficulties, please discuss with the supervisor prior to starting. If your child has supported needs, this should be discussed with your supervisor.

Partnership with Parents & Carers

Time-out Club recognises that the parent/carers have a unique and specialised knowledge of their child, and as such are the prime educators of their children.

Parents and child-care workers are essential partners in the development of good care and educational practices. An atmosphere of mutual trust and respect is vital to our staff's ability to respond to, and cater for the needs of an individual child.

We are committed to developing and maintaining a respectful and professional partnership with parents and carers.

Good relations between staff- parents/carers is the key to this at all times. Each parent/carer and child will be treated as an individual. We will set aside time to discuss privately any concern parents/ carers may have. Any difficulties are raised at an early stage so things can be resolved in a delicate matter.

Staff give positive reinforcement to working parents and show flexibility and openness to their views, wishes, and religious beliefs, racial and cultural origin.

Staff are aware and respect the role of parental involvement.

Our strategy is for:

Consultation

Collaboration

Participation

Supporting

Planning and achieving outcomes

Informing

Implementing

Maintaining and sustaining a quality service

We aim to target service users with all forms of communication, written, verbal, website, Facebook, text. Enabling all opportunities to be covered.

Exclusion Periods for Infectious Conditions

We follow national guidance to protect the health of all the children in our care. If your child is ill, they must not attend. If your child becomes unwell whilst in our care, we will phone you to agree a time for you to collect them. Please tell us if your child has been ill while they are away from Time-Out Club. If your child has had symptoms of vomiting or diarrhoea (or both), it is essential that they do not attend until 48 hours after the symptoms have stopped. If you are not sure, please phone us before your child attends. Recommended period to be kept from Time-Out Club for both staff and Children.

- Coughs/Colds: Until recovered.
 - Flu: Until recovered.
 - Whooping cough. 5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment.
 - Chickenpox: Until all vesicles have crusted over (usually 5 days).
 - German measles: 6 days from onset of rash
 - Measles: 4 days from onset of rash.
 - Hand, foot and mouth disease: None.
 - Impetigo: Until lesions are crusted/healed or 48hr after starting antibiotics.
 - Ringworm: Exclusion not usually required.
 - Scabies: Child can return after first treatment.
 - Scarlet Fever: after 24 hours after starting appropriate antibiotic treatment.
 - Slapped Cheek Syndrome: None (once rash has developed).
 - Shingles: Exclude only if rash is weeping and cannot be covered, e.g. with clothing.
 - Conjunctivitis: None.
 - Head lice: None.
 - Mumps: 5 days from onset of swollen glands.
 - Threadworms: None.
 - Diarrhoea and/or Vomiting (with or without a specified diagnosis) until diarrhoea and vomiting has cleared for a minimum of 48 hours.
- Exclusion periods will depend on the illness and guidance from GP*
http://www.publichealth.hscni.net/sites/default/files/A2%20Schools%20poster_1.pdf last accessed May 17

Emergency

In the event of a child being injured whilst in our care, the following procedures will be undertaken:

When the injury is a minor accident/incident, it shall be treated as necessary by staff. Staff will inform parent, by phone or text following an injury to the head.

Staff will complete the accident/incident form and the responsible adult will sign, and retain a copy.

If the accident is more severe and a hospital visit is necessary, we shall use our formal in-house procedure for contacting parent/carers.

One of the managers will accompany the child to hospital and stay for the duration of the visit or until the parent/carer arrives.

Should a member of the management team not be available, the duty supervisor will carry out these duties.

Staff are trained in first aid procedures.

Medication

We have a Management of Medication procedure consisting of 5 stages.

We train staff in the administration of medication.

If you require medication to be passed on to your child's school, prior consent must be given by the school.

If your child requires any medication whilst attending, you will be required as per regulations to fill in the appropriate medication forms.

Parents must give the first dose of any new medicine to ensure the child does not have an adverse reaction to the medication.

All medication must be in original container, labeled with child's name, expiry date and information leaflet, that will be read by administering staff where possible.

The parent will be notified immediately if the child refuses, it is spat out or an overdose is administered.

For the benefit of all service users, if a child becomes unwell we will contact the parent and request their child to be collected as soon as possible.

All medication will be audited monthly, expired medicine will be returned to the parent or pharmacist. We reserve the right to refuse administration of invasive medical procedures and if the medicine does not seem appropriate staff will contact the parent to state they will not be administering.

Complaints

If you have issues regarding the day-to-day running of the play setting or a staff member, please alert one of the management team, they will deal with all matters as quickly and diplomatically as possible.

If you have a comment regarding any of management team, or if you have a query concerning any decisions that have been made by the Board of Directors, you can also write to them or email.

Directors@timeout.club.co.uk

The Board of Directors,
Time-Out Club
C.E.Centre Allander Road
Milngavie
G62 8PN

All complaints are treated in a diplomatic and confidential manner within a 20 day period

Compliant to the Care Inspectorate Phone 0345 600 9527

<http://www.careinspectorate.com/index.php/complaints>

Email: enquiries@careinspectorate.com

Contingency & Closure Arrangements

In the unlikely event of a playsetting closing for a day due to staff illness an outbreak, or extreme adverse weather conditions

We will:

Contact the parents or emergency contact: Stating day of closure and foreseeable length of closure.

When applicable, notify the appropriate authorities regarding a pandemic/ outbreak

If registration numbers allow, we will endeavour to care for the children in one of our other settings.

Our aim will be to ensure that no parent is without care for his or her child that is within our control.

Should one of the play settings have to close permanently we will give all parents at least 1 months' notice.

Code of Conduct

Whilst at TOC we support children to:

- Listen to staff and other children alike.
- Respect each other and the rules of Time-Out.
- Share equipment.
- Welcome new children and help them feel involved.
- Look out for each other.
- Treat everyone the way you would like to be treated.
- Be safe and stay within the club setting.
- Most of all have fun and enjoy meeting new people and having your friends around.

We will support staff to:

- Ensure suitable and appropriate appearance, by wearing Time out club ID badges and the chosen uniform colour (Blue) at all times.
- Show commitment, drive, passion, dedication and a positive attitude to all service users.
- Demonstrate Time Out Club aims and values.
- Display good relationships with colleagues, children, and their families.
- Implement quality practice.
- Respect and apply equality for all service users.
- Be flexible and reflective.
- Deliver a quality service.
- Uphold trust and maintain confidentiality at all times.
- Staff will not accept money or personal gifts from users, unless it is with the knowledge of the manager.

Focus on Care

Throughout the year, we carry out surveys to ask you if we are meeting the needs of you and your child/ren. Each November we carry out an annual survey called 'Focus on Care'. Please support us by giving your views.

Lost Property

We do not accept responsibility for children's lost items.

However, every attempt will be made to identify the owner of the lost property and return the item to them.

All non-perishable items left are kept for a maximum of three weeks.

Any unclaimed perishable items will be discarded at the end of the day.

Term time: Lost property will be displayed so that the parents and children can access it easily for a maximum three week period.

Holiday period: Lost property will be displayed in the other play settings for one week rotation/ three weeks in total.

Any unclaimed property, after the fourth week will be donated to the local charity shop.

Confidentiality

The operation of Time-Out Club involves the sharing of information between children, parents, carers and the club staff and management. In order to respect everyone's dignity and privacy, we will actively promote confidentiality in the following ways:

Clearly explain to staff about respecting confidential information and clearly explaining agency policies about confidentiality pertaining to required records/reports as well as how to handle confidential/sensitive information.

Provide secure storage for files and information.

Adhere to all relevant legislation and incorporate the SSSC Code of practice in the keeping of records and confidentiality.

Provide parental/carer access to their child's own records.

Staff do not disclose confidential information unless required to do so in matters of child protection or emergencies.

Exclusion - Inappropriate Behaviour

We use a Promoting Positive Behaviour Programme on a daily basis however, if a child displays negative or inappropriate behaviour or breaks one of the playsetting rules, they will be asked to stop by a member staff. If a child has threatened or physically hurt another child or there have been repeated behavioural issues, parents /named responsible person collecting the child will be informed. We will then formally record and follow the stages below: We will keep the parent/carer informed at every opportunity with openness and transparency around decision making, If parent is unable to attend any meetings it is acceptable to put any points in writing

Stage 1

When the child's parent has been informed and appears to be no improvement in behaviour within a period (1-4 weeks) **1st meeting** with the supervisor, a manager, and parent/ carer will take place.

We will discuss any outside influences that are affecting behaviour, and put in place positive supporting methods. At this stage, we require consistency of support from the parent/carer additionally we require consent to communicate frequently with the school/ class teacher to follow the GIRFEC (Getting it right for every child) approach.

Stage 2

If after two weeks there is insufficient change in the child's behaviour, with no underlying/ external issues identified affecting the child's behaviour. The child's parents/ carer will attend **2nd meeting** with supervisor, a manager, and parent and a Board member. At this stage, the placement may well be suspended for up to five days. Cost for this suspension period are still required.

Stage 3

The managers will consult with the Board of Directors and seek advice on how to proceed. A meeting will then take place where the parent may attend unless the service has a reasonable reason to exclude them. In this case the parent should be notified in writing of the reason and given the opportunity to provide their views to that meeting. Throughout the exclusion process we must make every reasonable effort to work in partnership with a parent to resolve issues and support the child. However, we reserve the right to terminate a placement without notice where the relationship is irreconcilable and detrimental to the child's welfare.

Child Protection

We believe that children have the right to be completely secure and we are committed to protecting all children in our care from harm. We have dedicated Child Protection Officers who will act as a link between staff and authorities.

If we believe any children to be at harm or in danger, we will act promptly in contacting the East Dunbartonshire social work team to discuss our concerns. We will not discuss our concerns first with parent/carers. We will comply with East Dunbartonshire Council's "Promoting Good Practice in the Care and Protection of Children and Young People, in conjunction with West of Scotland Child Protection Procedures.

Safeguarding Persons

To safeguard vulnerable adults we implement and consider East Dunbartonshire Council Policy:

* A copy of these documents is available in each play setting

Quality Assurance

In order to upkeep quality assurance in our service:

We self-evaluate our play setting, through playroom observation forms, surveys and discussions from all service users', comparing the outcomes with previous results, to stimulate and implement changes.

All staff receive full induction, access to training and obtain relevant qualification pertaining to their post.

We hold monthly pre planned staff team meetings and training to share ideas and plan activity timetables. All staff attend scheduled supervision. Managers and supervisors attend weekly quality assurance meetings to ensure high quality throughout each play setting.

Managers complete formal documented, bi-monthly quality visits, to each play setting, resulting in outcomes for future development plans.

Children attend council meetings. Children help plan and organise special/social events and parent open days. Children have their own toy committees to ensure children are involved in the purchasing of new equipment and are responsible for the caring for their own resources.

We hold monthly parent managed board meetings.

We are Members of SOSCN (Scottish out of School Care Network) an organisation that helps supports us in providing useful information, publications and training.

Communication

We will send out "look" emails together with any play setting updates. If you wish paper copies, please request this at your play setting.

We also regularly update our website and Facebook page to keep you informed. Play setting chalk -notice boards also keep you updated on our polices, regulations, what the children have been doing, holidays and any up and coming events.

Voluntary Board of Directors



Convenor – Jim McGuire (Craigdhu)

Vice Convenor – Kathryn McQuire (Craigdhu)

Treasurer – Accountant CJ accounting

Secretary – Laura McGarry (Milngavie)

There are parent representatives from all four-play settings.

Child Care Contract- as per application form

Parents/ Carer - agree to use the placement for my/our

child/children at Time-Out Club, and understand to follow, the guidelines as set out in this Parent Handbook. The Board of Directors and Management reserve the right to withdraw my placement as per the **terms below** including the **Exclusion - Inappropriate Behaviour**, as set out in this Parent Handbook

To notify Time-Out Club when my/our child/children will be absent.

To liaise with the staff regarding my/our child/children.

At all times, I respect all staff and Board of Directors of Time-Out Club and other service users.

Time Out Club provides childcare services to the children of its members and children under the care of its members.

Membership of Time Out Club, a private company limited by guarantee, and agree to be bound by the Articles of Association of the company and to guarantee the debts of the Company to a maximum amount of £1.00." *A company limited by guarantee is a special type of company available only to non-profit organisations and charities. Members of Time-Out Club are only liable for a maximum sum of £1.00 in the very unlikely event that Time-Out Club is forced to close as an operating company and cannot meet its financial liabilities.*

Time-out club reserves the right to withdraw a place or membership in terms of the exclusion/ withdrawal policy as set out in the parent handbook and Articles of Association.