



Handbook 2019-20



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'

**To apply to become a board member: email for information**  
[Directors@timeout.club.co.uk](mailto: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 request at play setting.

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](http://www.time-outclub.co.uk) and Facebook page [www.facebook.com/Time-Out-Club](https://www.facebook.com/Time-Out-Club)

Please look out in the setting notice boards for updates on regulations, what the children have been 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 McLean  
07854455560

### Enrolment forms /Personal Plan

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

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

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

We will notify you when your enrolment forms are to be renewed.

Once staff have received your renewed enrolment form/personal plan, this is confirmation that your place will be continued. You will not be issued written confirmation unless your request has varied.

A settle in visit will be organised, for any new child/ren joining us.

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

Academy schoolchildren 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.

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### 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 by 8.15am.

**Afterschool:** please phone us in advance, leaving a text or message on the answer machine of the setting your child attends 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 the play settings/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 both parent/carer mobile, work, house, if unable to reach parent/carer we will contact additional 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 will also notify the school. 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.**

**Fees and Debt policy:**

Our accounts are outsourced, any payment issues/enquires are dealt with our accounts associate: [payments@time-outclub.co.uk](mailto: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 14<sup>th</sup> August- last payment 14<sup>th</sup> 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 closures outwith Time-out Club control, 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/ren does 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](mailto: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/carer 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 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](#). (info on 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.

<b>Deadline dates for holiday bookings 2019-2020</b>	
<b>Thereafter £15.00 late booking fee applies</b>	
<b>Deadline dates</b>	
Oct in-service	Friday 20 <sup>th</sup> September 2019
Feb in-service	Friday 17 <sup>th</sup> January 2020
Easter in-service	Friday 6 <sup>th</sup> March 2020
May in-service	Friday 1 <sup>st</sup> May 2020
Summer	Friday 29 <sup>th</sup> May 2020
<b>Time-out club closures 2019-2020</b>	
<b>September</b>	Friday 27 <sup>th</sup> and Monday 30 <sup>th</sup> September (inclusive)
<b>October week</b>	Monday 14 <sup>th</sup> October to Friday 18 <sup>th</sup> October (inclusive)
<b>December:</b>	Monday 23 <sup>rd</sup> December to Friday 3 <sup>rd</sup> January (inclusive)
<b>February midterm:</b>	Monday 10 <sup>th</sup> and Tuesday 11 <sup>th</sup> February (inclusive)
<b>Easter</b>	Friday 10 <sup>th</sup> April and Monday 13 <sup>th</sup> April (inclusive)
<b>May:</b>	Friday 8 <sup>th</sup> , Friday 22 <sup>nd</sup> & Monday 25 <sup>th</sup> May (inclusive)
<b>Summer:</b>	Monday 29 <sup>th</sup> June to Friday 10 <sup>th</sup> July (Inclusive)

### 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 additional contact.

By 6.30pm 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 to 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/carer 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 June 18)

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.

### Homework

A homework area will be made available for the children. Time-out Club staff team will help accommodate this however the staff team are unable to sit with any child and help them do their homework.

## Partnership with Parents & Carers

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

Parent/carer 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 parent/carer.

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 with parent/carer that we 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.

## Unwell Child/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 day)
- German measles: 7 days before rash and 7 days after
- 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: Not usually required unless extensive.
- Scabies: Until first treatment has been completed
- Scarlet Fever: After 24 hours after starting appropriate antibiotic treatment
- Slapped Cheek Syndrome: None
- 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](http://www.publichealth.hscni.net/sites/default/files/A2%20Schools%20poster_1.pdf) last accessed June 2018

## 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/carer by phone or text following an injury to the head.

Staff will complete the accident/incident form and the responsible adult who collects the child 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/carer.

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.

**Parent/carer must give the first dose of any new medicine** to ensure the child does not have an adverse reaction to the medication. This would not include emergency medication such as an adrenaline pen where the risk of not giving it could outweigh any adverse reaction.

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

The parent/carer 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/carer 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/carer 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/carer 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 the 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](mailto: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](mailto: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 or school closure.

We will:

Contact the parent/carer, if unable to reach, we will contact additional 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 parent/carer 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.

### We will support parent/carer for Zero tolerance to:

- Treat all staff with respect.
- We value our employees and we will not tolerate any form of aggressive, threatening or violent, behaviour towards them.
- If a parent/carer behaves in an intimidating or rude way to our staff you may be, asked to leave the playsetting/service.

## 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, parent/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 and GDPR.

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/carer is unable to attend any meetings, it is acceptable to put any points in writing.

### Stage 1

When the child's parent/carer has been informed and appears to be no improvement in behaviour within a period (1-4 weeks) **1<sup>st</sup> 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 **2<sup>nd</sup> 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/carer may attend unless the service has a reasonable reason to exclude them. In this case, the parent/carer 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/carer 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 not request to share your data. 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, within each play setting, resulting in outcomes for future development plans. Children attend council meetings. Children help plan and organise special/social events and parent/carer 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.

## General Data Protection Regulation for Service Users

Requirements for the General Data Protection Regulation

From 25th May any personal information collected or stored – online or in paper format – will need to comply with the new General Data Protection Regulation

Personal data includes – parent/carer’s names, addresses and email details and children’s names and dates of birth etc.

Care Service providers collect and store this type of information to comply with; The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Local Authority funding requirements and HMRC

Providers must make ‘reasonable efforts’ to ensure that all the data collected on their minded children has consent from parent/carer with parental responsibility of the child.

The GDPR states that data processing must be lawful, fair and transparent and now gives parent/carers more access to the child’s documents. Data must be:

Collected for specified, explicit and legitimate purposes

Minimal - adequate, relevant and limited to those which are necessary

Accurate and kept up-to-date

Stored for no longer than necessary and kept secure

Parent/carer can withhold permission but the ICO and Care Inspectorate must be informed before it is deleted as it might mean that the Provider is in breach of the; The Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 HMRC or Insurance requirements Parent/carer are able to view, update, and change any data that is held at any mutually agreed time.

Written permission is still required from parent/carer before data is used for other purposes, e.g. parent/carer are asked for written permission before we share information with other settings or professionals to support their child.

The exception to this is supported by the Local Safeguarding Children Board (LSCB,) that states that information relating to abuse including the risk of a child being drawn into extremism (linked to the Prevent Duty) and any concerns about sexual abuse including Female Genital Mutilation must be reported without informing parents.

## General Data Protection Regulation for Service Users

Data is kept updated regularly, therefore kept accurate – a regular audit of information must be carried out and any duplication or information no longer required is removed.

Parent/carer need to be informed as to how long data will be stored and how it will be destroyed when no longer required as evidence for Care Inspectorate, HMRC or insurance purposes

The current data storage advice is information relating to the safeguarding and welfare requirements of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 is stored until the child is 21 years and 3 months old to comply with insurance requirements

HMRC information is stored for 6 years

### Parents/Carer’s Privacy Notice

#### **How we use children’s information**

The Data Protection Officer/Lead with responsibility for monitoring this privacy notice is the Manager of Time-Out Club.

#### **Why do we collect and use children’s information?**

Time-Out Club will record, process and keep personal information on you and your child in accordance with the General Data Protection Regulations 2018.

We use this data to:

- Support children’s learning
- Make assessments on children’s development
- Safeguard the children in our care in accordance with relevant legislation
- Comply with Government legislation
- Assess the quality of our services
- Contact you regarding your child.

**Time Out Club will collect, hold and share two kinds of records on children attending our setting.**

## Developmental records

These can include:

- Observations of children in the setting, photographs, samples of work and developmental assessment records, children's passports, floor books and presentation boards, wall display's.

## Personal records

These include:

- Personal details – including the information provided on the child's enrolment form and any consent forms and characteristics such as ethnicity, language and nationality.
- Contractual matters – including the child's days and times of attendance, a record of the child's fees, any records of fee reminders and/or disputes
- Additional contact details – including those people, other than parents/carers with authorisation to collect the child from the setting
- Children's health and well-being – including discussions about every day matters regarding the health and well-being of the child with the parent/carer, records of accidents and medication records.
- Safeguarding and child protection concerns – including records of all welfare and protection concerns and our resulting actions, meetings and telephone conversations about the child and any information regarding a Looked After Child
- Early support and Special Education Need – including any focussed intervention provided by our setting, a record of the child's Personal Plan and, where relevant, their Statement of Special Education Need or EDC (Early years supporting families team) for funding support.
- Correspondence and reports – including letters and emails to and from other agencies and any confidential reports relating to specific children

## Collecting information

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 place a legal obligation upon us to collect and process much of the information detailed above. Therefore, we do not require your consent to collect this information as we have a fair and lawful reason for doing so. All new forms collecting data will clearly state our lawful basis for processing the information you supply and where the request is voluntary or consent is required this will be clearly stated.

## Storing Children's Data

We ensure that access to children's files is restricted to those authorised to see them such as the board of directors, the Management team, designated Child Protection Officer, the child's play setting staff team. Care inspectorate officer. These confidential records are stored on site.

We retain children's records for up to 3 years after they have left the setting, except records that relate to an accident or child protection matter. These are kept until the child reaches the age of 21 years or 24 years respectively. For insurance purposes, we will keep records for accidents/ incidents for 40 years.

Presentation boards, children floor books, photos will be on display for all services users and potential service users to see whilst in the play settings. All photos, presentations boards, children floor books will be stored in a lockable cupboard when the play setting is not in operation.

## Sharing information

The information that you provide to us, whether mandatory or voluntary, will be regarded as confidential. We do not share information about your child with anyone without consent unless the law and our policies allow us to do so.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, when:

- there is evidence that the child is suffering, or is at risk of suffering significant harm
- There is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm
- It is to prevent significant harm arising to children, young people or adults, including the prevention, detection and prosecution of serious crime.

Further information regarding information sharing and confidentiality can be found in our policies.

## Requesting access to your personal data

Under data protection legislation, parents/carer, children and young people have the right to request access to information about them that we hold. Where a child is too young to give 'informed consent' the parent/carer is the 'subject' of the file and has a right to see the information held.

Children's developmental records are shared regularly with parents/cares and formal requests to access these is not required. To make a request for your personal information contact

The Manager of Time-Out Club (Data Protection Officer) following the procedure detailed in our Access to Records Policy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- withdraw consent where given
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you would like to discuss anything in this privacy notice, please contact the Manager of Time-Out Club.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## 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 notice boards also keep you updated on our polices, regulations, what the children have been doing, holidays and any up and coming events.

## After School Care Activities

For children's safety in keeping with staff to child ratios, we are unable to collect children from any afterschool activities.

## Duty of candour

At Time out Club, we will: Act in an open and transparent way clear, honest and effective communication with parent/carers and all service users and throughout their care, including when things go wrong, in line with the definitions below.

We will use the following definitions of openness, transparency and candour used by Robert Francis in his report:

**Openness:** Enabling concerns and complaints to be raised freely without fear and questions asked to be answered.

**Transparency:** Allowing information about the truth about performance and outcomes to be shared with staff, people who use the service, the public and regulators.

**Candour:** Any person, who uses our service that is harmed in Time out club, is informed of the fact and an appropriate remedy offered, regardless of whether a complaint has been made or a question asked about it.

**Apology:** An 'apology' is an expression of sorrow or regret in respect of a notifiable safety incident; it is not an admission of guilt.

**Appropriate written records:** Records are complete, legible, accurate and up to date. Every effort will be made to ensure records are updated without any delays.

Time-Out Club is committed to compliance with the General Data Protection Regulations and the Data Protection Bill.

We are registered with Information Commissioners Office (ICO)

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

## Voluntary Board of Directors



**Convenor** – Jim McGuire (Craigdhu)

**Vice Convenor** –

**Treasurer** – Accountant CJ accounting

**Secretary** – Laura McGarry (Milngavie)

There are parent representatives from all four-play settings.

## Child Care Contract

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

Membership of Time Out Club, that's is a private company limited by guarantee, and agree 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.

The Board of Directors and Management reserve the right to withdraw my placement as per the **terms below** including the **Exclusion - Inappropriate Behaviour**.

**I/We agree** at all times, I respect all staff and Board of Directors of Time-Out Club and other service users.

**I/We agree** to notify Time-Out Club when my/our child/children will be absent.

**I/We accept** Understand that costs are non-refundable in the event the TOC is forced to close for a time, due to unforeseen circumstances.

**I/We agree** to follow, the guidelines policies as set out in this Parent Handbook. In addition,

**I/We accept** 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.

**I/We agree** to a placement at Time-Out Club and accept all the policies, procedures, GDPR as set out in the parent/carer handbook (website) and Articles of Association (play setting) and note that **no transfers or refunds** will be given for non-attending days or TOC closing due to reasons out with their control.

**I/We agree** all information given is correct and realise that any changes must be up dated immediately.