



timeoutclub

Registered Charity since 1990

Handbook 2026-2027



Dear Parent/Carer

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

We are a registered charity since 1990, where we have been delivering quality childcare in Milngavie and Bearsden.

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

We are supported by parents as board member and for sustainability we depend and require parents on our Board of Directors'

To apply to become a board member: email for information.

info@timeout.club.co.uk

We have five separate play settings, providing childcare for two hundred families within our community.

Management Team

Managing Director
Celeste Gilbey
07980597380



Assistant Manager
Jean Conner
07854455560



Management Team

The Managing Director, and Assistant Manager, have full responsibility for all the settings and are usually onsite within the settings' together with the supervisor and

staff team; however, you are very welcome to contact any of the managers at any time.

Welcome

At Time-Out Club, our ethos is child-centred and community-focused. We are committed to providing a professional, caring, and inclusive service that operates within all relevant legislative and regulatory requirements for the childcare sector. Our aim is to provide children with a safe, stimulating, and nurturing environment where they can play, develop new skills, build friendships, and enjoy positive social experiences.

We are committed to employing confident, competent, and dedicated staff who have a clear understanding of their roles and responsibilities. All staff hold appropriate qualifications and experience, are registered with the Scottish Social Services Council (SSSC), and are members of the Protecting Vulnerable Groups (PVG) Scheme, ensuring they meet the requirements to work within the childcare workforce.

This handbook provides general information and guidance about our service. More detailed information regarding our policies and procedures is available upon request.

While your child is attending the club, we will keep you informed through regular email updates and newsletters. We also regularly update our website at www.time-outclub.co.uk and our Facebook page with news, events, and important information.

Throughout the year, we seek feedback from children, parents, carers, and stakeholders to help us continually improve our service. Our annual **Focus on Care Survey** provides an opportunity for you to share your views and experiences. We value your feedback and encourage you to participate whenever possible.

We hope that you and your child enjoy being part of Time-Out Club, and we look forward to welcoming and working with your family.

Kind Regards
Time-Out Club

Enrolment forms /Personal Plan

Please ensure that all required fields are complete, (This is legislation)

Completion of the official enrolment form-is a formal agreement to a contracted placement at Time-Out Club with acceptance of all the policies, procedures, GDPR as set out in this parent/carer handbook

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

A settle in visit will be organised, for any new child/ren joining us. Information will follow with your welcome email.

We review all forms mid-terms. The supervisor of the play setting will organise this with you. Your place will continue, until you give notice (4 weeks is required)

You will not be issued written confirmation unless your request has varied.

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

Children attending from secondary school may walk to TOC; only with written parental consent (a time will be organised for their arrival); a staff member will sign them in to the rota.

Injury and Employer's Insurance

Details of our insurance schedule 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. (food service finishes 8.30am)

Holidays/In-service days: 8am – 5.55pm

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

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

Breakfast Club: Please phone/text your child's playsetting either before or by 8.15am that day. Alternatively, you can email the evening beforehand - info@time-outclub.co.uk

Afterschool: Please phone/text your child's playsetting either before or by 1.30pm that day. Alternatively, you can email the evening beforehand - info@time-outclub.co.uk

Holidays/In-service days: Please phone us in advance at our holiday setting before 10am.

A list of our telephone numbers are available on our website, all mobile phones have voice mail.

Please be mindful non-notification of absence; will result in staff following Formal In-house communication procedure. Charges for non-notification £25.00

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.

Non notification -Breakfast Club/Afterschool/Full day care

If a child is absent without TOC prior knowledge, *formal in-house procedure* applies. We will communicate with the school (when applicable). If after 20 mins we do not know the location of a child, the manager may take the decision to contact the police. Notifications of a missing child will be reported to the Care inspectorate.

Passwords & security

The following security measures will be followed when collecting child/ren.

On the day if we are unsure who you are we will always ask for ID and your child's unique password that you advised us with.

If we are still unsure, we will phone the main contact parent/carer to ascertain identity of the person collecting child is correct.

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

Fees and Debt policy:

FORMS & DOWNLOADS | [Time Out Club \(time-outclub.co.uk\)](http://Time Out Club (time-outclub.co.uk))

Our accounts are outsourced; any payment issues/enquires are organised by our accounts associate: payments@time-outclub.co.uk.

Costs 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/tax credits must be arranged to start on the 1st of each month.

First payment is 1st August- last payment 1st June. (Adjusted/ increased 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.

We will Not Refund for closures out with Time-out Club's control, or non-attendance/days transferred.

Please note the following additional charges

- After deadline changes/amendments to contracted placements fee of £50
- Late fees after 1st month unpaid or incorrect fees fee of £50
- All fees are detailed in your bill and the sum advised needs to be the amount paid to Time Out Club unless advised otherwise
- Fees are not transferable, and refunds will not be issued for incorrect payments.
- Non- Notification Charge is at the manager's discretion
- These conditions also apply to holiday bookings

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/Tax free childcare

We accept a range of childcare vouchers from most voucher companies. Please check with our accounts associate and contact us for care inspectorate registration numbers 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 or irregular/ incorrect payments of your standing order results in:-

Fees/Charges

Administration fee £35 Issued on original bill and added to total for term

Added to original bill Late Payment fee £25

Added to the month where payment has been missed at time of advice from Time Out

Amendment fee £50

(a) Changes to bills once confirmation of place has been made

(b) Incorrect fees received where adjustment is required at time of advice from Time Out

If debt is not paid immediately then the debt handed over to collecting agency on our behalf.

This ensures that debt cannot mount up to an amount that cannot be paid.

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

No placement will continue at the beginning of the new Aug term, if there is a balance remaining on your account.

Absence/Cancellations. If your child is absent or a booked day is cancelled, payment/day(s) cannot be refunded or transferred.

Communication

We will send out information/update emails together with any play setting updates.

We also regularly update our website and Facebook page to keep you informed.

Welcome boards will be on display at the entrance areas.

Holidays www.time-outclub.co.uk

We will confirm your holiday booking by email after the deadline date (on our website). Thereafter cancellations/amends will remain chargeable in full. (If you do not receive a response email, please contact us)

Booking- Venue CE Centre Milngavie

Children must be attending school, the time of booking.

We open at 8am and close at 5.55pm.

Online booking forms are available on our website

Please ensure we received your holiday booking form before the deadline date

Closures-Deadline-Dates-2026-2027

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

Please note: If your child is absent or a booked day is cancelled, payment/day(s) cannot be refunded or transferred.

Daily routine

Our staff team from all five play settings work together to deliver the holiday club. Staff may vary each day.

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 – including your child's **Password**.

Please be advised children of varied ages (Junior and Senior) will mix within the play setting. We have a varied full day programme that includes many activities for all children to enjoy indoor and outdoor play and days out.

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

Please help us protect children in our care who have nut and seed allergies by ensuring food products are FREE from NUTS AND SEEDS.

For home baking products, please label ingredients on packaging. If you require further information on this prior to your child attending, please feel free to email info@time-outclub.co.uk

Sunscreen:

During warmer months, we want to ensure that all children are protected from the sun while enjoying outdoor activities. To support this, we kindly remind you that due to allergy concerns, we are unable to store sunscreen. If you wish for your children to have sunscreen at whilst at Time-Out Club, we encourage sending a labelled bottle in their bag for personal use. Additionally, we recommend that children wear hats and clothing that provide sun protection.

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 monitor continual lateness. Late charges may apply.

Uncollected Child

If at 6pm a child has not been collected, and we have had no communication. The duty manager is contacted in the first instance.

Formal In-house communication procedure applies

If no contact is made, we would then:

We would then phone the additional contact.

By 6.30pm if we still have no information or communication and have been unsuccessful with the preceding phone calls the duty manager will make the decision to call the social services – West of Scotland Standby Service 0800-811-505.

After School Care Activities For children's safety in keeping with staff to child ratios, we are unable to collect children from any external afterschool activities

Toys – Tech from Home

If your child requires a comfort toy, please contact the management team by email at info@time-outclub.co.uk before your child attends, so that suitable arrangements can be discussed and agreed. We kindly ask that children do not bring personal toys into the play setting, as these may become lost or damaged. Digital technology, including mobile phones, smart watches and similar devices, should also not be brought into the setting, as Time-Out Club is not insured for these personal items.

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 are always the key to this.

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 should be 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 Communication and Engagement Strategy

In line with Care Inspectorate expectations and the principles of Getting It Right for Every Child (GIRFEC), our strategy is to provide a high-quality, inclusive, and responsive school-age childcare service that promotes the wellbeing, participation, and rights of children and their families. Our aims are to:

- Maintain and continuously improve the quality of our service.

- Consult and collaborate with children, families, staff, schools, and community partners.
- Promote meaningful participation, ensuring children have opportunities to express their views and influence decisions affecting them
- Support children's health, wellbeing, learning, and development.
- Plan, monitor, and evaluate outcomes to ensure positive experiences and achievements for all children.
- Provide clear, accessible, and timely information to children, parents, carers, and stakeholders.
- Implement policies, procedures, and practices that meet legislative and Care Inspectorate requirements.

We recognise the importance of effective communication in developing strong partnerships with children and families. We therefore use a range of communication methods including face-to-face discussions, written correspondence, newsletters, noticeboards, text messaging, email, our website, and social media platforms. By using a variety of communication channels, we ensure information is accessible, families are well informed, children's voices are heard, and opportunities for participation, consultation, and engagement are maximised.

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

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

There should be no food deemed "unhealthy", high in sugar or fats; sweets or chocolates brought into 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.

Snack will be displayed on the notice board.

All staff will use Nutritional Guidelines in conjunction with "Setting the Table" document.

<https://www.gov.scot/publications/setting-table-guidance/>

(last accessed May 26)

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

Toileting

Staff assume all children that attend is 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.

Outside Play

We will use our outdoor areas as much as possible, rain or shine playing out is fine. It helps the children re-charge.

Please ensure your child/ren are dressed to play outside.

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. a text to parent/carer if required.

Staff will inform parent/carer by phone or text following an injury to the head.

Staff will complete the accident/incident form and email a copy to the parent/carer TOC will retain a copy for our records.

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

Our staff are trained in first aid procedures. Notifications of a GP or hospital visit will be recorded to the Care inspectorate 24hrs

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.

Please phone us before your child attends.

Recommended period to be kept from Time-Out Club for both staff and Children.

•Covid 19: Follow NHS guidance.

☐Coughs/Colds: Until recovered.

☐Flu: Until recovered.

☐Whooping cough: 48 hours 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)

Please phone us before your child attends.

☐German measles: 4 days of onset of rash (see vulnerable children/female staff (pregnancy)

☐Measles: 4 days from onset of rash (see vulnerable children/female staff (pregnancy)

☐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 once rash has developed (see vulnerable children/female staff (pregnancy))
- 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
- E.coli 0157VTEC*: 48 hours from last episode of diarrhoea
- 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

https://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf (last accessed July 2026)

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 date and in original container/packaging, labeled with the child's name, expiry date and information leaflet, that will be read by administering staff where 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.

Audits

All medication will be audited monthly, expired medicine will be returned to the parent/carer. We reserve the right to refuse the administration of invasive medical procedures and if the medicine does not seem safe for staff ratios, we will contact the parent/carer to inform them it will not be administered.

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.

Please ensure all your child/ren's belongings are labelled. Any unclaimed/unlabelled items will be discarded at the end of each day.

Contingency & Closure Arrangements

In the unlikely event of a play setting closing due to, a pandemic /outbreak staff illness 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 play 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.

Severe weather Policy

Breakfast In severe weather we ask all parent/carers to please phone your child/ren's play setting before attending in the morning. If your call is answered, then the staff will be able to advise you if we are opened. However, if no one answers then the staff have not been able to get to the play setting due to the roads and public transport we are closed. Please note if only one staff member is present at the play setting, for insurance and safety purposes we are unable to permit your child/ren into the play setting.

Afterschool: Please either visit our website <https://www.time-outclub.co.uk/> check our Facebook page or call your child/ren's play setting to confirm we are opened for afterschool care.

Lists of numbers of the play settings

Milngavie Breakfast 07551314483
 Afterschool: 07976294474
 Castlehill: 07773396351
 Clober: 07900313207
 Craigdhu: 07976378262
 Time-Out Club Office: 0141-563-9573

Complaints policy

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.

Responsibility

The manager is responsible for receiving complaints, acknowledging them promptly and ensuring they are handled fairly, sensitively and confidentially.

The manager will investigate the complaint, keep an accurate written record of the concern raised, any action taken and the outcome. Where appropriate, the manager will keep the complainant informed of progress and ensure a response is provided within 20 working days.

If the complaint involves the manager, or cannot be resolved at management level, it will be referred to the Board of Directors for review.

Stage 1: Complaints should be raised with the manager in the first instance. The manager will acknowledge the complaint promptly, record the details, and seek to resolve the matter fairly, sensitively and confidentially.

Stage 2: Where further investigation is required, the manager will investigate the complaint, maintain an accurate written record of the concern raised, any action taken and the outcome, and provide a response within 20 working days wherever possible.

Stage 3: If the complaint involves the manager, or if the matter cannot be resolved at management level, it will be referred to the Board of Directors for review and response.

Stage 4: If the complainant remains dissatisfied or wishes to raise a complaint about the care service directly, they may contact the Care Inspectorate.

Reporting to the Care Inspectorate: Where requested by the Care Inspectorate, the provider must provide a written statement summarising complaints received during the previous 12 months, and the action taken in response to each complaint.

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

Confidentiality

The operation of Time-Out Club involves the sharing of information between children, parent/carers and the club staff and management. 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.

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 friends around.

We will support staff to:

Ensure suitable and appropriate appearance, by always wearing Time out club ID badges and the chosen uniform colour (Blue).

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 always maintain confidentiality.

Staff will not accept money or personal gifts from users, unless it is with the knowledge of the manager.

We will support parent/carer with Zero tolerance:

We value our staff teams/employees,

Treat all staff with respect.

Will not accept any form of aggressive, threatening, or violent, behavior towards them.

If a parent/carer behaves in an intimidating or rude way to our staff, you may be asked to leave the play setting/service.

All staff will be trained to calm situations down to their best ability.

Any issues will be reported to the Management and Board members who will decide on resolution or removal of placement.

Time-Out club reserve the right to terminate a placement without notice where the relationship is irreconcilable and detrimental to the child's welfare.

Withdrawal of Placement Policy

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

Exclusion - Inappropriate Behaviour

We promote positive behaviour through our Promoting Positive Behaviour Programme and encourage all children to treat others with kindness, respect, and consideration.

Where a child displays challenging, negative, or inappropriate behaviour, or repeatedly breaches the play setting rules, a member of staff will intervene and provide appropriate guidance and support. If a child threatens or physically harms another child, or where behavioural concerns are ongoing, the parent/carer or named person collecting the child will be informed. Incidents will be recorded and managed in accordance with the staged process outlined below.

Throughout this process, we are committed to working in partnership with parents/carers and will keep them informed, wherever possible, through open and transparent communication. Where a parent/carer is unable to attend a meeting, their views may be submitted in writing and will be taken into consideration.

Stage 1

Where behavioural concerns continue following discussion with the parent/carer and there is no significant improvement within a reasonable period (typically 1 to 4 weeks), a first meeting will be arranged involving the Supervisor, a manager, and the parent/carer.

The purpose of this meeting is to:

- Discuss any factors that may be influencing the child's behaviour.
- Identify and implement positive support strategies.
- Agree consistent approaches between home and the setting.
- Seek parental consent, where appropriate, to communicate with the child's school or class teacher in line with the GIRFEC (Getting It Right for Every Child) approach.

An action plan may be agreed and reviewed over an agreed timescale.

Stage 2

If, following the agreed review period, there has been insufficient improvement and no underlying factors have been identified that explain or contribute to the behaviour, a second meeting will be arranged with the Supervisor, a Manager, a Board Member, and the parent/carer.

At this stage:

- Previous support measures will be reviewed.
- Further support options will be considered.
- A temporary suspension of the placement may be considered where there are concerns regarding the safety, wellbeing, or experience of other children or staff.

Any suspension will normally be for a maximum of five days while further assessments and discussions take place. Fees for the period of suspension will remain payable unless otherwise agreed by the organisation.

Stage 3

Following the second meeting, the Managers will consult with the Board of Directors and seek advice on the most appropriate way forward.

A further meeting will then be arranged. Parents/carers will normally be invited to attend and participate. In exceptional circumstances where their attendance is considered inappropriate or unworkable, the reasons will be provided in writing and they will be given an opportunity to submit their views before any decision is made.

Throughout the exclusion process, we will make every reasonable effort to work collaboratively with the child and their family to address concerns and support positive outcomes. However, where all reasonable interventions have been exhausted, or where the safety and wellbeing of children, staff, or others is at risk,

the organisation reserves the right to terminate a placement. Any such decision will be made fairly, proportionately, and in accordance with the organisation's policies and procedures.

This version reduces potentially discriminatory language, strengthens partnership with parents, and provides clearer justification for suspension or termination decisions.

safeguard children

Time-Out Club will safeguard children from abuse, neglect, exploitation, and avoidable harm. The child's safety, wellbeing, rights, and best interests are paramount. This policy applies to all employees, managers, agency workers, volunteers, students, and others working on behalf of the service. Concerns will be responded to promptly, recorded accurately and shared with the appropriate agencies where necessary.

Purpose and framework

Our policy reflects the Health and Social Care Standards, the National Guidance for Child Protection in Scotland 2021 (updated 2023), GIRFEC, the United Nations Convention on the Rights of the Child, Data Protection Act 2018 / UK GDPR, local multi-agency procedures, and current Care Inspectorate guidance on records and notifications. Children (Care and Justice) (Scotland) Act 2024.

EVERY staff member is trained to Recognize, Respond, Report, Record & Take Immediate Action

Safeguarding Persons

To safeguard vulnerable children, we implement and consider East Dunbartonshire Council Policy link below:

[Public Protection - Public Protection](#) (accessed July 26)

Quality Assurance

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, each term quality visits, within each play setting, resulting in outcomes for future development plans. Children attend council meetings. To help plan and organise activities and 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.

Board of Directors

Convenor – Stephen Brown (Clober)
Vice Convenor – Adele L'Etang (Milngavie)
Treasurer – Accountant CJ accounting
Secretary – Julie Crocker (Milngavie)

Board members

Celeste Gilbey (Manager)
Stephen Brown (Clober)
Julie Crocker (Milngavie)
Shona Burnside (Castlehill)
Kate Fleming (Craigdhu)

Child Care Contract

Time Out Club provides childcare services to the children of its members. Membership of Time Out Club, that's 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 including the Exclusion - Inappropriate Behaviour.

Completion of the official enrolment form-is a formal agreement to a contacted placement at Time-Out Club with acceptance of all the policies, procedures, GDPR as set out in this parent/carer handbook

Terms of Contract

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

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

I/We acknowledge and accept that the fees may be increased annually at the discretion of the Board of Directors.

I/We accept Understand no overpayments will be credited or refunded in the event TOC is forced to close for unforeseeable circumstances that are out with our control.

I/We accept *no transfers or refunds* will be given for non-attending days.

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

I/We agree The Board of Directors and Management reserve the right to withdraw my placement as per the terms including the Exclusion - Inappropriate Behaviour.

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 (on request)

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

General Data Protection Regulation for Service Users

Requirements for the General Data Protection Regulation

From 25th May 2018 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 can 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.

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/>

General Data Protection Regulation for Service Users

Data is 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 displays.

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 everyday 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.
- For your child's safety, we share your child's attendance with the school.

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

Requesting access to your personal data

Under data protection legislation, parents/carers, 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 were 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/>

