

Parent & Carer Handbook

RIVERSIDE OUT OF SCHOOL CARE (ROSC)

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Welcome to Riverside Out of School Care Ltd.

ROSC is a childcare organisation which provide out of school care, a breakfast club and holiday care for children aged 4 1/2 to 14. ROSC is a registered charity in the form of a SCIO (Scottish Charitable Incorporated Organisation) run by a volunteer parent committee. All parents and carers whose children attend ROSC are automatically members of the organisation and are encouraged to become involved.

We are based in the flexible learning area within Riverside Primary School and staffed by a team of qualified childcare staff who are supported by sessional workers. ROSC is registered with the Care Inspectorate.

Full Contact Information:

ROSC

c/o Riverside Primary School

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Riverside,

Stirling,

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Phone: 01786 449198

rosc@hotmail.co.uk

rosc.chair@hotmail.co.uk (Committee)

Mission Statement

ROSC aims to provide a fully integrated out of school care service offering reliable childcare, which meets the needs of the local people. Within this aim, our high quality provision offers equality to all who wish to use the service. We offer a wide variety of stimulating, fun filled, creative and imaginative opportunities for your child within the confines of a safe and healthy environment. Our income, which we get from fees, is only high enough to run our services.

Our Approach

ROSC works to provide a nurturing, stimulating and diverse environment which focuses on each child's needs, and the needs of the group as a whole.

At ROSC we promote play. "Play is essential to healthy development from birth to adulthood, contributing to capacity for learning, resilience and the development of physical, cognitive, social and emotional skills" This is recent research published in the Scottish Government's Play Strategy in 2013.

The role of the playworker is to encourage and facilitate children's play whilst not inhibiting their opportunities for freedom and choice. We provide a stimulating environment that allows the children opportunities to bake, paint, build, create and we have access to the playground for outdoor play. While we prepare these opportunities, children are free to suggest activities and our planning can change accordingly. As well as choosing to take part in structured activities, the children also have the opportunity to just relax, chat with their friends and generally "chill" after a busy day at school. We encourage children's participation and consult with the children on the different activities that we could do and ways to improve ROSC.

At ROSC we're strong believers in outdoor activities and allow the children to take part in "risky play". This means that when we're outside the children can explore their surroundings by climbing trees or making dens and even starting fires in supervised, risk- benefit assessed situations.

Our Opening Hours

Term Time

- **Breakfast Club.** This is open from 8am to 9am. We offer breakfast to children arriving before 8.30 am. Before the school bell rings each morning, our staff take the children out to the playground at the following times:
Primary 4-7 children are allowed out at 8.45am so they can meet their friends
Primary 3 children are allowed out at 8.55am. Primary 1 and 2 children are escorted to their lines by staff members who wait for them to go into school.
- **After School Care:** This is open 3.15pm to 6pm. We collect Primary 1 and 2 children from their classes and take them to ROSC. All other children make their own way to ROSC. We provide a snack as soon as the children come to ROSC. We have a healthy eating policy and provide healthy snacks and fruit.

School Holiday Time

- **Holiday Club:** This operates during most of the school holidays and staff development days excluding Easter weekend, May Holiday Monday and the Christmas holiday period. Our holiday club is open from 8am to 6pm.

Admissions Procedures

ROSC has an Admissions policy and procedures to ensure that our admissions are fair. The policy is available on request. If we do not have any available spaces, your child's name can be added to the waiting list which is reviewed regularly. We make individual arrangements for any child with additional support needs.

Before your child, or children, start coming to ROSC, we encourage you to bring them for a visit. This means we can all get to know one another and we can talk to them about when and how we'll collect them after school. We'll also go over any important procedures that they need to know.

TERMS AND CONDITIONS

Please read the terms and conditions below so that you know what we expect of you and what you can expect of us.

What ROSC needs from Parents and carers

- **Communication** – please make sure that you tell the manager, or staff members, of any particular requirements your child may have and keep us up to date with what is happening. In particular, you must let them know if your child won't be attending ROSC for any reason, for example, if they are sick or going home with a friend.
- **Involvement** – please consider becoming involved in the committee. As ROSC is a charity run by volunteers, without the committee, ROSC would cease to exist. We encourage you to come along to our AGM.
- **Getting it right for Every Child** - GIRFEC is the national approach in Scotland to improving outcomes and supporting the wellbeing of our children and young people by offering the right help at the right time from the right people. It supports them and their parent(s) to work in partnership with the services that can help them. It puts the rights and wellbeing of children and young people at the heart of the services that support them – such as early years services, schools, and the NHS – to ensure that everyone works together to improve outcomes for a child or young person.

To reflect the GIRFEC principles ROSC has care plans for every child, which must be updated every six months and has introduced a keyworker system to ensure that there is an individual member of staff with an overview of your child. It is important that you let us know anything that could be affecting your child. We will also work with the school and other agencies, sharing information where necessary, in the best interests of your child.

If you have any other queries or suggestions about the service that the staff can't answer, you can contact the committee at rosc.chair@hotmail.co.uk. Each family has a vote on any relevant issues.

What should your child bring?

Term Time:

As some of the children's play can be messy you could leave a change of clothes at ROSC. We also encourage outdoor play, so please ensure that your child always has a jacket. Your child will also require gym shoes or non-marking trainers before they can play in the gym hall.

Holiday Time:

During the holidays, children should bring the following with them:

- A cold packed lunch with a drink. (No Nut products please. We are a nut free zone as we have children with nut allergies which can be life threatening.)
- Warm coats, scarves, and gloves during winter
- Waterproof jacket
- Sun hats during the summer
- Welly boots if it's cold or rainy
- A change of clothes – in the summer for wet play and in the winter for snow play or rain.

Please label all clothes with your child's name

Children are welcome to bring personal toys to ROSC. However, it is their responsibility to look after them and we encourage them to share. ROSC does not accept any responsibility for broken or lost personal property.

Nut Awareness Policy:

We operate a nut-free zone. Please ensure that your child does not bring any food with nuts in it to ROSC.

Staff

All our staff are qualified or working towards a childcare qualification relevant for registration with the Scottish Social Services Council (SSSC). All childcare workers are required to be registered with the SSSC. This is to ensure a professional workforce.

Our staff members follow a programme of training to reach their full potential and we help everyone to continually learn and develop.

We have recruited staff following safe recruitment procedures and are members of the Protecting Vulnerable Groups scheme (PVG) that replaces the previous Disclosure scheme for adults working with children.

Safeguarding Children & Child Protection

Our first priority is the protection of children in our care. All our staff undertake training in Child Protection, and update it regularly. We ensure that all our staff are aware of the possible signs and symptoms of children at risk and their responsibility to report concerns and keeping concerns confidential.

We have policies and risk assessments in place to ensure the safety of children attending our service.

Equal opportunities

ROSC will promote equal opportunities and seek to eliminate discrimination on the grounds of religion, race, disability, health, gender or any other basis. We ensure that all children feel secure, included and valued.

These principles are reflected in our admissions criteria and throughout the planned activities.

Confidentiality

We recognise the importance of confidentiality in dealing with personal information about children and their families. We may store information on our computer system to help us with our administration. The information is protected by the Data Protection Act 1984 and may only be disclosed in accordance with the codes of practice. All paper records are confidential and stored in a locked cabinet. To reflect the GIRFEC principles we will work with the school and other agencies, sharing information where necessary, in the best

interests of your child. By signing the ROSC registration form, you are giving consent for us to share information in this way.

We don't pass on any of your information to third parties or businesses and don't use it for any other means without consent.

Complaints

If you have any suggestions or complaints to make about the service we offer, please contact our Manager. You can ask for a copy of our Complaints policy.

If you wish to make a formal complaint about either ROSC or the Care Inspectorate itself, contact the Social Care and Social Work Improvement Scotland known as the Care Inspectorate on 0845 600 9527 or www.scswis.com.

Registration

When your child starts ROSC, you must complete a registration form. This will form the basis of your child's care plan. We review the care plan and registration form every six months. If any of your details change, for example your address or contact details, you must let us know as soon as possible. We will also ask for emergency contact details. Please make sure your emergency contacts are aware that they are contacts and that their details are kept up to date.

When you register your child with us, this forms your contract with ROSC and you confirm that you agree to the terms and conditions. You can ask our manager or any of our committee members for a copy of our full constitution.

Welfare of your child

Please tell us about any dietary requirements, allergies or other relevant information that you think we need to know about your child.

To ensure the health and safety of your child, or children, we would appreciate you sharing any matters about your child's welfare with our staff. We'll treat any information you give us in the strictest confidence. If there are any serious causes for concern about any child's health and safety, we have a professional responsibility to inform Social Work Services.

If you need us to administer prescribed short-term or long-term medication to

your child or children, you must complete the appropriate consent forms as we outline in our Administration of Medication Policy. You will need to give us a doctor's letter for lifesaving medication such as an epipen. Two staff members will be responsible for administering the prescribed medication to your child and you'll be required to instruct them in the procedure for this. It is your responsibility to notify us of any changes to regular prescribed medication.

Bookings & Collections

Part of your contract with ROSC is that you book a regular place. If you want to cancel your child's place, you must tell us in writing four weeks before you want us to cancel the place. We also recommend that you tell your child's class teacher of the days your child or children will attend ROSC. This is particularly important for Primary 1, 2 and 3 children. If you wish to change your pattern of booking, please discuss this with our manager to find out if there is a space for your child on other days.

The Holiday Club is a separate service and operates on a first-come basis for core users. We don't guarantee term-time users the same days as they use during term-time. We'll email all our core users before each holiday to ask if they need to book a place at ROSC.

Cancellations

If you know in advance that your child won't be attending ROSC on their regular day through illness or other arrangements then you must contact us. We accept verbal, email or telephone cancellations. Please let us know before 3pm on the day as we'll be busy setting up the playroom and collecting children.

Outwith these hours you can leave us a message on the answer machine or email us. Refunds will not be given following cancellations.

If you have not told us that your child won't be attending, and the staff cannot find your child, we'll contact yourself or the emergency contacts on the registration form. If staff can't make contact, we'll contact the Police, as we may need to report your child is missing. Please make sure that you can answer your phone during ROSC hours.

We reserve the right to withdraw our service if parents don't follow our cancellation procedures.

Illness

While we're sensitive to the stress that illness may cause for families, we can't take care of your child when they're ill and put others at risk. You'll need to make arrangements to keep your child at home, or make other arrangements, if your child:

- has a communicable disease, a contagious infection or a fever
- is vomiting or has diarrhoea
- has a skin infection or an undiagnosed rash
- is not well enough to take part in all our activities.

Children must be clear of symptoms for 24 hours before they can return to ROSC

Please don't forget to inform ROSC that they'll not be attending.

If your child becomes ill while they are at ROSC, we'll attempt to contact you in the first instance. If you're unavailable, we'll try to reach your emergency contacts. Please ensure that someone on your emergency contact form will be able to come after school.

If your child is involved in an accident at ROSC, our staff will make the decision whether they need to contact you immediately or wait until you collect your child. We'll complete an accident form that we'll require you to countersign. In cases of serious injuries, when we're unable to reach you, or your emergency contacts, we'll take your child to the closest A&E.

School Clubs

If your child is attending an **activity club** after school, you must complete a ROSC club notification form. Children attending clubs are expected to make their own way to ROSC after the club finishes where staff will be expecting them.

Collection arrangements

Children are permitted to leave at the end of the evening with **only** the person or peoples named on the membership form. Parents and guardians should inform us in writing of any permanent changes to the authorised person, so that we can keep our records up to date, and for security purposes. Children will only be given to a responsible adult over 16 years old. Please let ROSC staff know by phone if another adult will be picking them up in place of their usual collection. **Please note:** if an unauthorised person comes to pick up your child and we can't reach you directly, we won't release your child. The child will stay under the duty and care of ROSC until an authorised person arrives to collect your child.

It is important that children are collected on time from ROSC. Please let staff know if you're running late. We're not registered or insured to operate after 6pm.

If a child has not been collected by 6pm, we'll call the emergency contact numbers on the membership form, to arrange collection. If a child has not been collected by 6.30pm, and staff members have been unable to locate any of the emergency contacts, we'll contact the police, social services, or both of these, for advice.

Parents may be responsible for additional costs as detailed in our Terms and Conditions because of late collection. Emergency contacts should be a family member or friend who would be prepared to look after your child or children if we can't contact you.

Fees

We have a fees policy. Please ask us if you'd like a copy. The following points summarise our policy.

- The management committee reserves the right to alter the fees to maintain the running costs of the service. We'll tell you at least four weeks before we make any changes.
- New families are required to pay one month's deposit.
- Fees should be paid at least one month in advance.
- If a session has been allocated but your child doesn't attend for any reason, you're still required to pay fees for that session.
- You must give us four weeks written notice if you want to permanently cancel any of your allocated sessions or stop using ROSC. If you don't give us this notice, we'll expect you to pay us four weeks fees instead.

We prefer that payment is made by bank transfer. Please ask our manager for details. We accept most childcare vouchers but please be aware they can take up to two weeks from leaving your account to reach us. There will be no charges for when ROSC is closed.

Please read the fees policy for more information.

Holiday Club

You should book for our Holiday Club well in advance. We'll tell you when we're taking bookings for the holiday periods, usually up to two months prior to the holiday period. Our places may be restricted depending on staffing availability or planned trips. Children should be dropped off and collected at ROSC when the Holiday Club is on. We'll provide breakfast until 9.00am and snacks.

Please provide a packed lunch if your child is attending between 12 and 12.30pm, as all children will have lunch during this period. Please make sure that it is a cold lunch as we may be out and about and that it doesn't contain nut products as we have children with a nut allergy.

We may offer off site trips during our holiday programme. We'll give you details and information about any trips we're planning.



Extreme Weather Closure Policy

If the school closes due to bad weather, ROSC will also close. We will email you, if we can, to confirm that we'll be closed. If the school opens the following morning, we'll be open for breakfast.

Damaged or Lost Property

We cannot be held responsible for loss or damage to children's property. Parents or guardians should ensure that children take care of their own personal belongings. We expect children to respect the furniture and equipment on our premises and we expect parents or guardians to replace or pay the value of the items that have been deliberately destroyed by their child or children.

It is important to develop responsible behaviour in ROSC. Our staff members

expect to be given the same courtesy and respect that anyone in authority, for example, teachers and parents, would expect from children.

We'll follow our Behaviour Management Policy if there are any ongoing behaviour problems. Our Manager may ask you and your child or children to come to a meeting to discuss their behaviour. Continued problems with behaviour to a more serious level may jeopardise a child's place in the service.

ROSC Policies and Procedures

We have formal policies and procedures in place, covering a wide variety of topics. Some policies have been put in place for the staff. Others are for the benefit of the ROSC children and their parents and carers. You'll find copies of all our policies in the policy folder, available as you enter the club. It is the responsibility of **every** parent or carer to read these policies and procedures. If you have any questions, please just ask a member of staff.

This handbook summarises the terms and conditions of our service. The information in the handbook is correct at the time of printing. However, there could be changes affecting any of the matters we've covered in it, either before your child's placement begins or during the course of their placement.

Our manager will keep you informed of any important changes to the information.