



## A Guide to Dalmuir Out of School Care Group



# Dalmuir Out of School Care Group



# Parents Charter



# A Guide to Dalmuir Out of School Care Group

## Background:

Dalmuir Out of School Care Group (DOSCG) was established in 1992 as a not-for-profit childcare facility run by parents. Initially Dalmuir Park Housing Association (DPHA) was involved with the formation of the group and over the years has continued to offer the group support. In April 2008 DPHA became the new registered providers of the service.

## DOSCG Service:

DOSCG provides a service for children between the ages of 4 and 12; or to the summer prior to the children going to high school.

It also provides a school escort service during term time; collecting children from 3 local schools; Clydemuir Primary, Our Lady of Loretto Primary and St Stephen's Primary.

We facilitate a Playscheme during school holiday periods and in-service days, providing a range of activities to meet with the development needs of the children.

Our aim is to provide a high quality, safe and affordable child-led out of school care facility.

Please read the information carefully, if there is anything you do not understand please contact a member of our DOSCG Staff for clarification.

Our Service is available Monday – Friday and we are situated on the 1st floor of: -

**Dalmuir Community Centre**  
**Duntocher Road**  
**Clydebank**  
**G81 4RQ**

Contact number for DOSCG: **0141 951 4499** Contact number for Dalmuir Community Centre: **0141 562 2484**

## Value Statement:

- We will ensure that the child's best interests and welfare are our primary concern.
- We will conform to the principles within the Health and Social Care Standards My support, my life. It is paramount that staff safeguard every child/parents' rights to dignity, privacy, choice, safety, equality, and diversity realising every child's potential.
- We will respect the rights and responsibilities of parents/guardians and work in partnership with them to care for their child; ensuring appropriate information is shared as this promotes positive relationships.
- We believe that every child has the right to play in a safe secure environment which is child-led and actively promote anti discriminatory practice ensuring consultation is maintained in line with UN Convention of the Rights of the Child.
- We follow DOSCG Child Protection Guidelines to further ensure that all the children in our care are safeguarded.



# A Guide to Dalmuir Out of School Care Group

## As a team we aim to:

- Provide a safe and stimulating environment for children.
- We encourage free play as well as planned activities both physical and educational.
- Implement activities and modify them to suit each child's needs and stage of development.
- Provide children with the opportunity to rest and relax, as well as take part in all activities available.

## Registration Process:

DOSCG Equal Opportunity Policy ensures anti-discriminatory practice in the allocation of places.

Where a child has additional needs a discussion between parents and the Project Coordinator will take place to ensure that the group can provide a level of care appropriate to the individual child with the resources available.

All parents seeking a place for their children will complete a registration form. It is vital important that all information is disclosed when completing the registration form regarding your child's needs.

Places will be allocated on a first come first serve basis, although priority will be given to siblings already using our service. If you child is not immediately rewarded with a place you are welcome to join our waiting list.

All personal information will be kept in line with Data Protection Act 1998/General Data Protection Regulation 2018 will be accessible to certain Dalmuir Park Housing Association employees, Health and Social Care Partnership (HSCP), Health Professionals, Police, Head Teachers of Local schools, Scottish Social Service Council (SSSC) and Care Inspectorate.

## Playscheme and In-Service days:

Children who are registered and attend DOSCG on a regular basis will be guaranteed a holiday placement providing **a Playscheme Request Form is completed at least 8 weeks before the first day of Playscheme.**

Service users out with these terms cannot be guaranteed a place, although every effort will be made to accommodate parental requests.

During Playscheme and in-service days we provide breakfast and an afternoon snack. We do request that a morning snack and a packed lunch are provided daily.

Appropriate clothing and footwear must be provided by parents for all planned activities taking all weather conditions into consideration.



# A Guide to Dalmuir Out of School Care Group

## Opening Times

DOSCG will operate as follows:	
Breakfast Club	Monday-Friday 7.45 am to 9.00 am
Afternoon Club	Monday-Friday 3.00 pm to 6.00 pm
In-Service Days and Playscheme	Monday-Friday 7.45 am to 6.00 pm

Children due to commence Primary 1, in August, are invited to use the Summer Playscheme prior to commencing regular usage. If this invitation is not accepted, they will be invited in for an induction prior to the first day of school.

DOSCG will close during various public holidays. These dates are dictated by our landlords, West Dunbartonshire Council and are subject to change. Parents/Guardians will be given notice at the start of the school year detailing days which the service will not be available.

## Fees

Fees	
<b>Registration</b>	
Cost Per Child	£15.00
<b>School Term</b>	
Morning	£6.05
Afternoon	£12.60
Full Day	£18.65
<b>Playscheme</b>	
Full Day	£24.05
<b>Retainers</b>	
School Term	50% of standard fees

## Please Note:

Registration is a one-off payment made for any child who is new to the service.

Fees are payable two weeks in advance, or if paid monthly one month in advance. Parents must ensure that their payments are made on time. Full fees are payable for non-attendance.

If service is not required during the **SUMMER** Playscheme period, £20 per child/per week is required as a retainer fee. For all other Playscheme periods 50% of your standard usage will be due in respect of a retainer fee.



## A Guide to Dalmuir Out of School Care Group

Parents must ensure that they complete the appropriate booking form before commencing their holiday.

Due to DOSCG planning for trips and outings and ensuring the correct staff child ratio is adhere to, all Playscheme days booked must be paid in full, and are **non-refundable**.

Each service user is entitled to 2 weeks holidays per year i.e. 2 weeks where you do not require Playscheme and therefore do not require paying any retainer fee. Please note holidays can only be taken during Playscheme Periods i.e. Easter/Summer/October Week.

Term time children only – Should you require ending your service, two weeks' notice in writing must be given.

Maternity Leave – should the service not be required during a period of maternity, 50% of your standard fees must be paid to retain your place.

### Payment of Fees:

In event that any Parent/Guardian has difficulty paying their fees, they must raise it in writing to:

**Arlene Dickson**  
**Care Service Manager**  
Dalmuir Park Housing Association  
Beardmore House  
631 Dumbarton Road  
Dalmuir Clydebank  
G81 4EU

Tel: 0141 435 6527

If fees remain outstanding after two weeks, DOSCG has no alternative but to withdraw the service.

### Payment methods:

All fees must be paid by direct debit unless your fees are being paid via childcare vouchers or via college or university.

Upon payment of your £15.00 registration fee it is your responsibility to provide bank details to allow the direct debit to be set up. You may set the date best suited to you for the payment to leave your bank.

If you increase or reduce your service at any time it is your responsibility to instruction the facilitator, Dalmuir Park Housing Association, to adjust your direct debit.

Top-up payments can be made by debit card by calling Dalmuir Park Housing Association on 0141 952 2447.

### Medical Conditions:

DOSCG staff must be made aware of any allergies or medical conditions that your child may suffer.



## A Guide to Dalmuir Out of School Care Group

This is completed as part of the registration process and reviewed on a six-monthly basis. Parents who wish staff to prompt their child to take prescribed medication must complete a consent form detailing the medicine dosage, and frequency the medicine should be taken.

Children will not be allowed to attend the service if they are showing signs of sickness or have any other ailment which could be contagious.

More information on this can be found in our administration of medicines policy.

### **Medical conditions that excludes your child attending DOSCG**

Any child who is unwell should not attend, regardless of whether they have a confirmed infection.

Children with diarrhoea and/or vomiting should be excluded until they have had no symptoms for 48hrs after an episode of diarrhoea and/or vomiting.

Skin rashes should be professionally diagnosed, and a child should only be excluded following appropriate advice.

If an outbreak of infection is suspected the local (HPT) will be contacted.

Children will only be excluded when there is good reason. If you are in any doubt a staff member will contact the Health Protection team (HPT).

### **Emergency Contacts:**

Parents and Guardian's should think carefully when choosing their emergency contact. An emergency contact should be easily contactable and readily available. The parent/guardian must agree to inform the group if they wish to change this contact.

### **PARENTS MUST TAKE RESPONSIBILITY TO INFORM THE PROJECT CO ORDINATOR OF ANY CHANGES TO DETAIL HELD AT DOSCG**

### **Collection of Children:**

The person collecting the child must sign them out before taking them home; our register is situated on the front desk within the Playrooms.

This procedure is vital as we require knowing where your child is at all times. This document is also used as a **FIRE REGISTER**.

The staff must be introduced to the person authorised to pick up your Children. If an individual other than the Children's Parent/ Guardian is collecting, the Project Coordinator must be advised in advance. This person must also be on the child authorisation list recorded within the child's personal plan.

At registration you will be asked to give a personal password, and a passport picture of your child for their personal care plan. The password given will remain on your registration form and must be given to the person collecting the child. This password should be quoted to staff members prior to collection that shall authorise their release.

**No person under the age of sixteen should collect a child from the group.**



## A Guide to Dalmuir Out of School Care Group

Staff may refuse to release a child into the care of anyone they consider to be under the influence of alcohol or drugs.

Should any parent have sole custody of a child a copy of a relevant lawyer's letter will be required as evidence. This will allow our staff to ensure your child is safe by following legal instruction.

In the instance of estranged parents with shared responsibility for a child we would ideally want a written note signed by both parents agreeing to mutually acceptable days for picking their child up. We would also need to be informed of any change to this pattern in writing and again signed by both parties. Unless there is a court order in place, parents who have parental rights and responsibilities will require providing proof to the Project Coordinator.

The group will take any steps necessary to ensure that the safety and wellbeing of any child is not compromised.

Children should only be collected from the premises of DOSCG.

Parents are asked not to collect children directly from school unless a prearrangement has been made in advance with the group at least by 1pm on the day of collection.

If you do not follow these procedures and take your child from school, the staff will assume that the child is missing and contact the police.

Should staff be unable to contact or locate any emergency contacts, under the conditions of the Children's Act 1995/Care Standards Act 2000, the Social Services Department will be contacted for advice.

### Late Collection of Children:

It is the Parent/Guardian's responsibility to collect their children on time. If for any reason they are delayed they **must** contact the group. If in the unlikely event that a child has not been collected by 6pm a **£10.00 fee will be charged to your account**.

### Zero Tolerance:

We would like our DOSCG service to be an environment where all children, their families and Guardians can get together without fear of bullying, bad language, or ridicule. Therefore, there is a document, displayed on the noticeboard, outlining the Expected Standards of Behavior.

Children are not permitted to bring handheld toys or mobile telephones into the service. If a child requires access to a phone, please discuss further with staff on duty. We are not responsible for the loss of any personal items brought into the service.

### Excursions and Consent Forms:

When outings and excursions for children are planned, the Project Coordinator or a member of staff will advise you in advance. An Activity Planner will be put up on our Noticeboard allowing children, Parents/Guardians to know where we will be going daily.



# A Guide to Dalmuir Out of School Care Group

## Snacks and the promotion of Healthy Eating:

DOSCG provides a breakfast in the morning and a snack in the afternoon and this will reflect an awareness of healthy diet and lifestyle. If your child has any special dietary requirements, please discuss with staff.

## Changes in service arrangements:

If you must make changes to the service we provide for your child, you must discuss with Project Coordinator. We require two weeks' notice and a change of usage form must be completed. If your child cannot attend, please contact DOSCG as early as possible.

If for whatever reason we must make service changes we will contact each parent immediately, giving as much notice as possible.

Telephone contact Number: **0141 951 4499**

E-mail address: **DOSCG@dpha.org**

## Dangerous weather conditions

DOSCG will comply with West Dunbartonshire Council (WDC) decision on closing our local schools and the Community Centres in dangerous weather conditions. This information is normally available on WDC website.

## Noticeboards:

We have a noticeboard on the corridor wall with useful information. If you require any other information, please ask a member of staff. Children, Parents/Guardians are permitted to place information on the noticeboards however please consult with staff before doing so. Information placed on the notice board is regularly monitored.

## Have your say:

You as a Parent/Guardian can get involved in what you would like to see happen within DOSCG through:

### Our Pupil Council:

- Involves you in decisions that affect you
- Keeps you informed about the life of DOSCG
- Helps you gain confidence to have your say
- Helps you feel good about your place in DOSCG and the community
- Gives you responsibilities and encourages you to be an active citizen
- Deals quickly with issues that trouble you
- Raise issues
- Share decision
- Offers you a buddy system should it be required

**Suggestion Box:** Our Suggestion Box is in a prominent place. Please feel free to use this to tell us of your ideas and

8



## A Guide to Dalmuir Out of School Care Group

comments relating to the service and ideas for future activities. The box is opened every month and all suggestions are discussed with the Care Services Manager.

**Quarterly Newsletter:** You will receive a Newsletter which will keep you up to date with the latest news about DOSCG and Dalmuir Park Housing Association.

**Annual Survey:** You may be asked to complete a questionnaire regarding the service you receive from DOSCG.

**Our Care Inspection Visit:** We are inspected by the Care Inspectorate. The Inspectorate will visit over 2-3 days. Before the visit you may be asked to fill in a confidential questionnaire which will then be returned to their headquarters. They will use this for the basis of their report. Inspectors will speak to service users and ask their opinion on certain aspects of the service. They also speak to staff and look at records and methods of recording and gathering information.

If you have a concern about the service you are receiving, you can contact the Care Inspectorate at any time.

**Parents Focus Groups:** We encourage Parents & Guardians to join our Focus group. Its aim is to gather opinions on several subjects.

**Complaints Procedure:** Refer to page 11 of this document.

**Feedback:** You can decide how you would like to receive feedback, whether it is in the form of:

- Individual letter
- Newsletter
- Follow-up meetings or Parents Focus Groups

### Meetings:

Throughout the year we have a range of meetings:

- Keyworker meeting with staff and children regularly throughout each month
- Pupil Council (monthly)
- Staff Team Meetings (monthly)
- Management Meetings (monthly)
- PIDP (Professional Individual Development Plan) (twice per year)
- Management Committee Meetings (quarterly)

### Care Inspectorate:

The Care Inspectorate regulates a range of care services, undertakes strategic inspections of Local Authorities Social Work Departments and is responsible for the scrutiny of children's services as set out in the Public Services Reform (Scotland) Act 2010. They are the independent scrutiny and improvement body for care services in Scotland. They ensure people receive high quality care and ensure the services promote and protect their rights.



# A Guide to Dalmuir Out of School Care Group

## Staff Recruitment and Selection:

**Staff Recruitment:** Our selection procedure is intended to give Staff and Management Committee clear and straightforward guidance on recruiting potential employees on a fair and equitable basis in order to recruit and select the best candidate for every vacancy.

**Staff Development:** Our Staff are qualified to SVQ Level 3 and above. We adhere to Health and Social Care Standards My Support, my life and Scottish Social Services Council Codes of Practice for Social Service Workers and Employers. Copies of the National Care Standards and SSSC Codes of Practice are on our Notice board.

DOSCG is fully committed to the development of **all** its employees. Employees will be aware of how their work as an individual contributes to the achievement of overall objectives. This will be achieved by frequent Professional Individual Development Plan Meetings and Supervision Sessions.

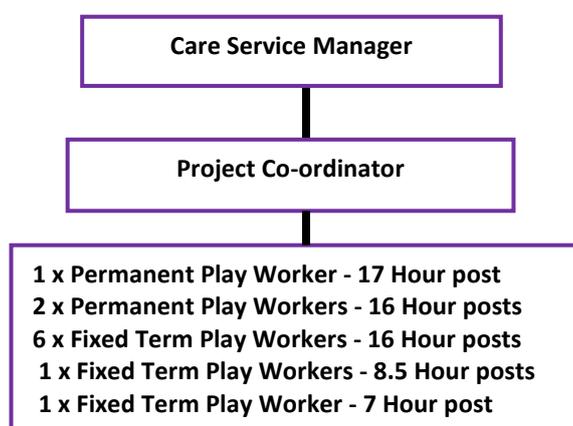
Staff will be encouraged to undertake training which relates directly to their work, too improve their job performance and the service provided by the Association.

**PVG Check:** When recruiting, the Association will ensure that the staff appointment is supported by a satisfactory Police Check report (PVG). This will ensure that no potential employee has a record of criminal behaviour or conviction of a type that would prevent the Association making the appointment.

**Registration with SSSC:** Any individual working with children must be registered with the SSSC. This will be checked along with references as part of our robust recruitment and selection procedure.

**Fitness for work:** All staff completes a Health Capacity form.

## DOSCG Staff Structure:



## Staff Acceptance of Gifts:

While DOSCG recognises that parents may wish to express their appreciation of the staff's efforts, they should note that the Association discourages the practice of offering gifts.



## A Guide to Dalmuir Out of School Care Group

However, if you intend to do so please ensure that any gifts are of a minor and most certainly not of a monetary nature. Staff **must** disclose any gift received to the Care Services Manager who will record it in-line with policy.

### Confidentiality:

All personal information will be kept in line with Data Protection Act 1998/General Data Protection Regulation 2018 will be accessible to certain Dalmuir Park Housing Association employees, Health and Social Care Partnership (HSCP), Health Professionals, Police Head Teachers of Local schools SSSC Care Inspectorate.

### What if I have a Complaint/Comment?

DOSCG operates a formal Complaints Procedure. Should you have any complaints about the service or the performance of any employee, please follow the instructions as directed in the Complaints Procedure. Should you have comments about the service you can direct these to: -

**Arlene Dickson**

**Care Service Manager**

Beardmore House

631 Dumbarton Road

Dalmuir

G81 4EU

Telephone Direct Number: 0141-435-6527

E-mail [arlene.dickson@dpha.org.uk](mailto:arlene.dickson@dpha.org.uk)

### Care Inspectorate:

Should you require raising a complaint about our Care Service you can contact the Care Inspectorate at: -

**The Care Inspectorate**

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Telephone number: 01382 207100 / 0845 600 9527

E-mail [www.careinspectorate.com](http://www.careinspectorate.com)

### Choosing to Leave or End Service:

If you choose to leave the service, two weeks' notice in writing must be provided, addressed to the Care Service Manager: -

**Arlene Dickson**

**Care Service Manager**

Beardmore House

631 Dumbarton Road

Dalmuir

G81 4EU

Telephone Direct Number: 0141-435-6527

E-mail [arlene.dickson@dpha.org.uk](mailto:arlene.dickson@dpha.org.uk)



# A Guide to Dalmuir Out of School Care Group

## Useful Contact Telephone Numbers

### SUPPORT AGENCIES:

Child line	0800 1111
Child Protection Team	0141 562 8800
Social Work	01389 737758
Out of Hours Social Work	0800 811 505
Scottish Autism Society	0845 300 9277
Citizen's Advice	0141 951 8666
Tax Credits	0345 300 3900
Welfare Rights Office	0141 951 4040
NSPCC Helpline	0808 800 5000
SAMH Helpline	0344 800 0550
Domestic Abuse Helpline	0800 027 1234
Anxiety UK	03444 755 774
CALM UK Helpline	0800 585 858
Samaritans Freephone	116 123

### RESOURCES:

Dalmuir Library	0141 952 3532
Dalmuir CE Centre	0141 941 1903
Clydebank Leisure Centre	0141 951 4321

### MEDICAL:

Clydebank Health Centre	0141 531 6300
Erskine View Clinic Old Kilpatrick	01389 872575



# A Guide to Dalmuir Out of School Care Group



## **DPHA MEMBERSHIP APPLICATION FORM**

If you would like to apply for membership of Dalmuir Park Housing Association Limited, just send in the form below together with your subscription of £1.00. Your application will then be considered at the following Management Committee Meeting and when it has been accepted you will be issued with a Share Certificate. Your £1.00 is treated as share capital and the Share Certificate is recognition of your rights as a member to take part in all of the general meetings of the Association. The Issue of a Share Certificate makes you a lifetime member, but it does not commit you in any way to any personal liability for the way the Association is run or to any further financial liability. On the other hand, you can't expect any financial return from it either because Dalmuir Park Housing Association is not allowed to make a profit for redistribution to its shareholders.

If you wish to find out more about the way Dalmuir Park Housing Association is run, you can request a copy of the Rule Book of the Association

.....

TO: The Secretary  
Dalmuir Park Housing Association  
631 Dumbarton Road  
Dalmuir  
CLYDEBANK

I hereby apply for membership of Dalmuir Park Housing Association Limited and enclose £1.00 for one share.

Please will you send me a copy of the Rule Book

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_