**Quality of Care and Support Action Plan**

***PURPOSE: -This Action Plan is in support of the SCSWIS requirements and recommendations for Little Villagers out of School Club. It is reviewed, updated and checked on a regular basis by staff, administrator and committee to ensure excellence in the monitoring and care of our children whilst at the club.***

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|  | 1. **Quality of care and support**   **1.1 We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service. 1.2 We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.  1.3 We ensure that services user's health and wellbeing needs are met.** **1.4 We use a range of communication methods to ensure we meet the needs of service users.** **1.5 We respond to service users' care and support needs using person centred values.** | | | | |
|  | **Where are we now?**   * **We carry out annual AGM** * **We carry out twice yearly questionnaires for parents, children and staff** * **We have a suggestion box in the club and open door policy** * **We have a website forum for users to comment on** * **We critically evaluate and feedback** * **We carry out wish lists with the children** * **We have quarterly news letters** * **We bulk text parents and use bulk email contact to share important information** * **Staff pictures and details are displayed in the club and also on our website.** * **Staff are all aware of legislations and guidelines** * **We follow the play work principles and ensure we offer a wide range of play opportunities** * **We carry out risk assessments** * **We recognise children’s individual needs** * **Staff interact with all users and wait to be invited into children’s play** * **We promote self directed play and children have input into the planning of activities within holiday clubs** * **Staff all have or are working to the relevant qualifications for playwork** * **Staff are fully aware of their roles and responsibilities** * **Children have access to healthy snack menus set by the nutritional guidelines** * **We ensure the safety of the children at all times** * **We have notice boards in the club and updated information displayed on our website** * **We display our complaints procedure on notice boards** | | | | |
|  | **Area** | **Standard** | **Timescale** | **By Whom** | **Evidence** |
| **1.1** | **Club Website**  Club website kept up to date regularly with input from staff and committee | Information available to all users is up to date and accurate | Ongoing | Committee  Manager /  Administrator | As at 09/12 – all minutes placed on website. 09/02 Website has been reviewed and updated with relevant information |
| **1.2** | **Club Website**  Policies are amended and updated regularly to coincide with new regulations | Information available to all users is up to date and accurate | On-going | Administrator | As at 07/12 – up to date and accurate |
| **1.3** | **Club Website**  Create a parents / carers area of the website to invite contributions and suggestions  **02/13** – SCSWIS Advised to make questionnaires shorter | Increased opportunities for feedback from users | July 2013 | Administrator | Next Questionnaire Due January 2014. Questionnaire sent accordingly. Members (parents) section updated and forms checked to ensure ease of use 09/02. |
| **1.4** | **Club Website**  Create a children’s area of the website with children can upload contributions as part of club activities | Increased opportunities for activities for older children through media resources | July 2013 | Administrator | Children’s area complete. Awaiting artwork contributions / poems etc to be uploaded. 09/02 – Artwork now being received for uploading for all to see |
| **1.5** | **Invoicing System**  Transfer from paper to electronic invoicing | Reduce late payments and stop cheque payments | November 2012 | Administrator | **Completed** – Invoicing now on Zoho system. Invoices sent on20th of month and previous months invoicing stored in case of queries |
| **1.6** | **Receiving enough information**  Termly newsletters with news from the club, or more regularly if required | Feedback from parents to ensure they feel better informed | Ongoing – Quarterly newsletters | Nikki | 07/12 – first newsletter of 2013 completed.  ACTION – Newsletters to be completed 3 times per year in 2014  ACTION – AGM advertised on website and in club encouraging all parents to attend an discuss matters – low turnout by parents  30/04 – Newsletter sent and system set up to send newsletters at start of each new term |
| **1.7** | **Snack**  Continue to follow the Scottish Executive nutritional guidelines | Replacement of all cups, bowls, plates and cutlery.  Increase shopping budgets to avoid buying cheaper and poor quality products | May 2013 | Nikki | Diluted Fruit juice was tried but feedback from children resulted in only offering milk or water at snack times  **This is completed and ongoing as part of daily routine 10.12.13** |
| **1.8** | **Snack**  Set up mini focus group to look more closely at snack and obtain more detailed feedback | Plan snack collaboratively with the children including shopping | May 2013 | All staff | **Completed August 2013**- Items added to menu as discussed with children. Yearly review in place to update menu |
| **1.9** | **Snack**  Children to be more involved in preparation of snack (SCSWIS) | Involve children in preparation of snack (Fridays specifically) | February 2014 | Nikki | **Completed** - This can only be done on a Friday pm due to school timings. The children now get more involved in preparation of snack, and baking snack – ongoing 10.12.13 |
| **1.10** | **Children not enjoying little villagers**  Reinforce open door policy via website, newsletter and circle time activities | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | June 2013 | Nikki | Questionnaires coming out in January 2014 – These will be more specific on area highlighted.  30/04 – children and parent questionnaires completed. Majority of children happy. Mainly P7 children who want more mature activities which is dealt with under separate action |
| **1.11** | **Children not enjoying little villagers**  Ensure all parents understand we have an open door policy and welcome all feedback | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | June 2013 | Nikki | Questionnaires coming out in January 2014 - These will be more specific on area highlighted.  30/04 - children and parent questionnaires completed. Majority of children happy. Mainly P7 children who want more mature activities which is dealt with under separate action |
| **1.12** | **Circle Time**  Emphasise the value of circle time and ensure all children are comfortable and feel they are being listened to | Reduce the amount of time spent on circle time and not do it every day | Dec 2013 | All staff | **Completed** - Circle time still happens, but during weather where the children can get straight outside, circle time does not take place. 10.12.13 |
| **1.13** | **Gym Hall**  Continue to consult regularly with children re activities | Explore ways to widen the activities we can provide in the gym hall | Ongoing | All staff | Ongoing, new idea’s brought forward from staff and children 10.12.13  30/04 Complete for year – children asked regularly regarding activities and children have total input on holiday club activities |
| **1.14** | **Gym Hall**  Prioritise the purchasing of new indoor play equipment and explore with staff how to make best use of the space in the hall | Children can opt in or out of activities as well as being part of the planning of these activities | July 2013 | All staff | **Completed** July 2013 – Other equipment will be purchased throughout the year. |
| **1.15** | **Interesting and fun activities incl holiday club**  Continue to promote the play work principles and work to these so all activities are freely chosen by the children | Consult and gain more focussed feedback from the children on what other types of activities they would like to do | Dec 2013 | All staff | **Completed** - This is carried out on a daily basis, and picked up on staff one to ones and appraisals. 10.12.13 |
| **1.16** | **Unhappy at LV and others not being friendly**  Remind children we have a suggestion box and all children should feel able to share any worries | Specific questionnaires to be issued to gain more information on what makes children happy / unhappy | Ongoing | All Staff | Children still do not use the suggestion box, but are happy to communicate thoughts with all staff 10.12.13. Ongoing with Nikki, staff and committee regularly completing questionnaires |

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|  | 1. **Quality of environment**   **2.1 We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.** **2.2 We make sure that the environment is safe and service users are protected.** **2.3 The environment allows service users to have as positive a quality of life as possible.** **2.4 Quality Statement is not applicable for this service type** **2.5 The accommodation and resources are suitable for the needs of the service users.** | | | | |
|  | **Where are we now?**   * **Communication with parents on a daily basis** * **Questionnaires twice yearly – Critically evaluated** * **Targets and objectives set through action/improvement plans** * **Risk assessments carried out and reviewed** * **Report damaged or broken equipment** * **Adhere to correct ratios at all times** * **Maintain good hygiene within the club** * **Follow all safety procedures set by the club** * **Children have access to indoor and outdoor play** * **Children have a wide variety of equipment and recourses** * **Wish lists for new equipment** * **Promote self directed plan** * **Promote and work to the playwork principles** * **Staff attend regular training to update knowledge** * **Equipment used within the club is age appropriate** | | | | |
|  | **Area** | **Standard** | **Timescale** | **By Whom** | **Evidence** |
| **2.1**  *(1.1)* | **Club Website**  Club website kept up to date regularly with input from staff and committee | Information available to all users is up to date and accurate | Ongoing | Committee  Manager  Admin | As at 09/12 – all minutes placed on website. 09/02 Website has been reviewed and updated with relevant information |
| **2.2**  *(1.2)* | **Club Website**  Policies are amended and updated regularly to coincide with new regulations | Information available to all users is up to date and accurate | Ongoing | Admin | As at 07/12 – up to date and accurate |
| **2.3**  *(1.3)* | **Club Website**  Create a parents / carers area of the website to invite contributions and suggestions  **02/13** – SCSWIS Advised to make questionnaires shorter | Increased opportunities for feedback from users | July 2013 | Admin | Next Questionnaire Due January 2014. Questionnaire sent accordingly. Members (parents) section updated and forms checked to ensure ease of use 09/02. |
| **2.4**  *(1.4)* | **Club Website**  Create a children’s area of the website with children can upload contributions as part of club activities | Increased opportunities for activities for older children through media resources | July 2013 | Admin | Children’s area complete. Awaiting artwork contributions / poems etc to be uploaded. 09/02 – Artwork now being received for uploading for all to see |
| **2.5** | **Activities for older children**  Focused consultation with staff and older children for input and feedback on activities | Older children to do wish list on new equipment and budget to be set for purchasing new resources | Ongoing | All staff | 30/04 – children’s and parent questionnaires came back and for older children most were positive, The suggestions given cannot be provided due to health and safety policies but we are continually looking for activities which involve older children |
| **2.6** | **Activities for older children**  User guides for new media resources to be written and training for staff provided | Older children and staff become familiar in using new multi-media resources | Ongoing | All staff | This was not completed before Graeme left 10.12.13  30/04 – still looking into |
| **2.7** | **Activities for older children**  Permission slips for new multi media / video / photo resources to be done for all children | Work by all children able to be published on club website and shared with other users | May 2013 | All staff | **Completed** - Given out with annual registration May 2013. |
| **2.8**  *(1.12)* | **Circle Time**  Emphasise the value of circle time and ensure all children are comfortable and feel they are being listened to | Reduce the amount of time spent on circle time and not do it every day | Dec 2013 | All staff | **Completed** - Circle time still happens, but during weather where the children can get straight outside, circle time does not take place. 10.12.13 |
| **2.9**  *(1.13)* | **Gym Hall**  Continue to consult regularly with children re activities | Explore ways to widen the activities we can provide in the gym hall | Ongoing | All staff | Ongoing, new idea’s brought forward from staff and children 10.12.13  30/04 – children’s questionnaires were positive in this regard and a lot of positive comments were for gym hall activities |
| **2.10**  *(1.14)* | **Gym Hall**  Prioritise the purchasing of new indoor play equipment and explore with staff how to make best use of the space in the hall | Children can opt in or out of activities as well as being part of the planning of these acitivities | Ongoing | All staff | **Completed** July 2013 – Other equipment will be purchased throughout the year. |
| **2.11**  *(1.15)* | **Interesting and fun activities incl holiday club**  Continue to promote the play work principles and work to these so all activities are freely chosen by the children | Consult and gain more focussed feedback from the children on what other types of activities they would like to do | Ongoing | All staff | **Completed** - This is carried out on a daily basis, and picked up on staff one to ones and appraisals. 10.12.13 |
| **2.12**  *(1.16)* | **Unhappy at LV and others not being friendly**  Remind children we have a suggestion box and all children should feel able to share any worries | Specific questionnaires to be issued to gain more information on what makes children happy / unhappy | Ongoing | All staff | Questionnaires due out January 2014  30/04 – The questionnaires which were returned all mentioned positive outcomes and children were happy at LV |
| **2.13** | **Storage**  Storage of Little Villagers equipment to be better organised | SCSWIS advised that storage not as organised as it could be | February 2014 | Nikki | **Completed** - Organised to the best of our ability given the allocated space we have 11.12.13 |

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|  | 1. **Quality of staffing**   **3.1 We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.** **3.2 We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.** **3.3 We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.** **3.4 We ensure that everyone working in the service has an ethos of respect towards service users and each other.** | | | | |
|  | **Where are we now?**   * **Staff have support and supervision every 3 months** * **Staff have one to one meetings** * **All staff have personal development plans in place with targets and objectives to achieve** * **Staff complete questionnaires** * **Staff all have disclosures/PVG before commencing employment** * **Staff attend team meeting** * **Staff are all registered with the SSSC** * **References are obtained before new staff member starts** * **Staff are given equal opportunities forms and staff hand book as well as contracts and job descriptions before employment** * **Staff are given an induction into the club on first day of employment** * **Staff have or are working towards the relevant qualifications in playwork** * **Staff continuously update training to ensure they are aware of all changing legislation** | | | | |
|  | **Area** | **Standard** | **Timescale** | **By Whom** | **Evidence** |
| **3.1** | **Noise level and management by staff**  Following discussion with children introduce clapping system as they do within the school | Continue to consult with children on ways and means to control noise levels | Ongoing | All staff | Ongoing 10.12.13  30/04 – any issued resolved (but continually ongoing) as these issues are picked up by co-ordinator and written in PDP’s, one 2 ones, spoken about in team meetings and reiterated in appraisals. |
| **3.2** | **Noise level and management by staff**  Staff training to encourage the skills for managing noise levels | Identify training needs through personal development plans | Ongoing | Manager staff one to ones | Ongoing throughout the year 10.12.13  30/04 – any issued resolved (but continually ongoing) as these issues are picked up by co-ordinator and written in PDP’s, one 2 ones, spoken about in team meetings and reiterated in appraisals. |
| **3.3** | **Behaviour**  Monitor the approaches by staff during support and supervision | Ensure all staff manage behaviours within the club guidelines | Ongoing | All staff | Ongoing throughout the year 10.12.13  30/04 – any issued resolved (but continually ongoing) as these issues are picked up by co-ordinator and written in PDP’s, one 2 ones, spoken about in team meetings and reiterated in appraisals. |
| **3.4** | **Unsure of Policies**  Staff handbook to revised and updated | All staff are up to date and have a copy of revised handbook | May 2013 | Committee/ Admin | June 2013 – revised staff policy handbooks handed out and forms signed to state agreement to poloicies |
| **3.5** | **Not met any of committee**  Emphasise open door policy through support and supervision | Reinforcement of supports available to all staff | Monthly meetings | All staff  Committee | Ongoing throughout the year 10.12.13  30/04 – staff have been informed that they are able to attend any committee meeting they choose and contribute as they see fit. They are also able to raise any issue they choose to any individual committee member at any time |
| **3.6** | **Not met any of committee**  Informal annual event organised for staff / committee | Maintain and increase staff morale | Monthly meetings | All staff  Committee | 30/04 – staff have been informed that they are able to attend any committee meeting they choose and contribute as they see fit. |

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|  | 1. **Quality of management and leadership**   **4.1 We ensure that service users and carers participate in assessing and improving the quality of management and leadership of the service.** **4.2 We involve our workforce in determining the direction and future objectives of the service.** **4.3 To encourage good quality care, we promote leadership values throughout our workforce.** **4.4 We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.** | | | | |
|  | **Where are we now?**   * **Questionnaires which are critically evaluated** * **Carrying out one to ones, appraisals and support and supervision with all staff** * **Staff liaison carries out managers one to ones and appraisals** * **Confidentiality maintained at all times, files stored in locked cupboard** * **Staff are listened to and ideas and thoughts taken onboard** * **Open door policy** | | | | |
|  | **Area** | **Standard** | **Timescale** | **By Whom** | **Evidence** |
| **4.1** *(1.10)* | **Children not enjoying little villagers**  Reinforce open door policy via website, newsletter and circle time activities | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | Ongoing | Manager  committee | Questionnaires coming out in January 2014 – These will be more specific on area highlighted.  30/04 – children and parent questionnaires completed. Majority of children happy. Mainly P7 children who want more mature activities which is dealt with under separate action |
| **4.2** *(1.11)* | **Children not enjoying little villagers**  Ensure all parents understand we have an open door policy and welcome all feedback | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | May 2013 | Nikki | Questionnaires due out January 2014 – 09/02 – questionnaires completed and returned. Being reviewed now  30/04 - children and parent questionnaires completed. Majority of children happy. Mainly P7 children who want more mature activities which is dealt with under separate action |
| **4.3***(3.1)* | **Noise level and management by staff**  Following discussion with children introduce clapping system as they do within the school | Continue to consult with children on ways and means to control noise levels | Ongoing | All staff | Ongoing throughout the year 10.12.13  30/04 – any issued resolved (but continually ongoing) as these issues are picked up by co-ordinator and written in PDP’s, one 2 ones, spoken about in team meetings and reiterated in appraisals. |
| **4.4***(3.2)* | **Noise level and management by staff**  Staff training to encourage the skills for managing noise levels | Identify training needs through personal development plans | Ongoing | All staff | Ongoing throughout the year 10.12.13  30/04 – any issued resolved (but continually ongoing) as these issues are picked up by co-ordinator and written in PDP’s, one 2 ones, spoken about in team meetings and reiterated in appraisals. |
| **4.5** | **Toys and equipment**  Identify equipment which needs to be replaced or updated | Children to do wish lists and what are reasonable requests should be purchased within agreed budget | May 2013 | Children/ staff | Completed June 2013 |
| **4.6** *(3.4)* | **Unsure of Policies**  Staff handbook to revised and updated | All staff are up to date and have a copy of revised handbook | May 2013 | Committee/ Admin | June 2013 – revised staff policy handbooks handed out and forms signed to state agreement to poloicies |
| **4.7***(3.5)* | **Not met any of committee**  Emphasise open door policy through support and supervision | Reinforcement of supports available to all staff | Ongoing | Nikki | Ongoing throughout the year 10.12.13 –  30/04 – staff have been informed that they are able to attend any committee meeting they choose and contribute as they see fit. They are also able to raise any issue they choose to any individual committee member at any time |
| **4.8***(3.6)* | **Not met any of committee**  Informal annual event organised for staff / committee | Maintain and increase staff morale | Ongoing monthly committee meetings | All staff  committee | 30/04 – staff have been informed that they are able to attend any committee meeting they choose and contribute as they see fit. |

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|  | Not being met – work to be done |
|  | On-going – work is progressing |
|  | Completed and being managed |