**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 | 01/12 – New website published and regularly updated by administrator |
| **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 | 11/12 – policies amended and updated on website |
| **1.3** | **Club Website**  Create a parents / carers area of the website to invite contributions and suggestions via newsletter | Increased opportunities for feedback from users | Ongoing | Administrator | The area is up and running – pulse questionnaires set up. |
| **1.4** | **Club Website**  Create a children’s area of the website with children can upload contributions as part of club activities – Continue to encourage children to contribute regularly | Increased opportunities for activities for older children through media resources | Ongoing | Administrator | 01/10 – new section created for children to display artwork – ongoing for 2014/2015 |
| **1.5** | **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 – Termly newsletters | Administrator / Nikki | Summer newsletter complete – next newsletter due Christmas |
| **1.6** | **Snack**  Continue to follow the Scottish Executive nutritional guidelines and to adhere to practise expected from Annual Environmental Inspection | Continue to ensure standard of cups bowls is to high standard and ensure quality of food is excellent | Ongoing | Nikki | Annual inspection carried out and we passed. Pass certificate issued accordingly. Recommendation was for push pedal bin – now in place.  Cups and plates sterilised in Milton regularly and any damaged items discarded and replaced. |
| **1.7** | **Snack**  Regularly invite children to come up with ideas for snack | Plan snack collaboratively with the children including shopping | Ongoing | All staff | **17/11 –** Pulse survey results indicate that children are still not happy with snack. Nikki and team to come up with different ideas.  **03/12** – discussed with children and they would like different sandwich fillings / more variety in fruit / not the same snack every day of week. Also some suggestions that we cannot accommodate such as crisps |
| **1.8** | **Children not enjoying little villagers**  Reinforce open door policy via website, newsletter and circle time activities. Ensure parents realise we have an open door policy and welcome feedback | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | Ongoing | Nikki | Pulse questionnaires and annual questionnaires are sent in order to gain as much feed-back as possible The results are displayed at LV and noted in Newsletter  23/04 – While P7’s feel they are too old to attend LV they are still interacting with other children and staff. This will always be an ongoing issue however we are aware of this and try to include them at all times |
| **1.9** | **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 | 17/11 – results from pulse survey indicate that children enjoy gym hall activities.  23/04 – During Easter club, we utilised the Gym hall and introduced new activities as well as old favourites. It was welcomed by the children |
| **1.10** | **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 | Ongoing | All staff | 17/11 – New equipment has been donated by councillors and round table – Money received from same will be used to update board games |
| **1.11** | **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 | 17/11 – Pulse survey results have indicated that majority of children enjoy activities, however some need ‘tweaking’. Nikki and team to continue to ask children for ideas for holiday clubs as and when |
| **1.12** | **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 | 17/11 – majority of children happy with other children, however some are still mentioning behaviour issues. Nikki has spoken with some individual children and their parents in order to rectify this specific issue |
| **1.13** | **Policies and Documents to be revised**  Review policy ad document booklets to ensure consistency throughout and no duplication throughout | Committee members and administrator to collaborate to rewrite documents where necessary | Aug 2015 | Committee & Administrator | 11/12 – policies and constitution updated and revised copies added to website by administrator |

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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  Administrator | 01/12 – New website published and regularly updated by administrator |
| **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 | Administrator | 11/12 – policies amended and updated on website |
| **2.3**  *(1.3)* | **Club Website**  Create a parents / carers area of the website to invite contributions and suggestions | Increased opportunities for feedback from users | July 2013 | Administrator | The area is up and running – pulse questionnaires set up. |
| **2.4**  *(1.4)* | **Club Website**  Create a children’s area of the website with children can upload contributions as part of club activities. Continue to encourage children to contribute regularly | Increased opportunities for activities for older children through media resources | July 2013 | Admin | 01/10 – new section created for children to display artwork – ongoing for 2014/2015 |
| **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 | 17/11 Pulse survey indicated that older children still not happy with facilities however they have not come up with suggestions that are viable – Nikki to speak with P6 – P7 to ask for more specific info? |
| **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 | Basic knowledge from media as still no training received. Children however have been involved in a lot more movie making activities and enjoying it. We have not been granted internet access from community association as they fear it cannot be monitored for other user groups who may try to link to it. |
| **2.7** | **Activities for older children**  Permission slips for new multi-media / video / photo resources to be done for all children when joining or on an annual basis through registration | Work by all children able to be published on club website and shared with other users | Ongoing | All staff | Added to annual registration forms in May 2014 |
| **2.8**  *(1.9)* | **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 | 17/11 – results from pulse survey indicate that children enjoy gym hall activities. |
| **2.9**  *(1.10)* | **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 | Ongoing | All staff | 17/11 – New equipment has been donated by councillors and round table – Money received from same will be used to update board games |
| **2.10**  *(1.11)* | **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 | 17/11 – Pulse survey results have indicated that majority of children enjoy activities, however some need ‘tweaking’. Nikki and team to continue to ask children for ideas for holiday clubs as and when |
| **2.12**  *(1.12)* | **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 | 17/11 – majority of children happy with other children, however some are still mentioning behaviour issues. Nikki has spoken with some individual children and their parents in order to rectify these specific issues. |

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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 same system they use in school which is raising hand until children notice, do same, stop and listen | Continue to consult with children on ways and means to control noise levels | Ongoing | All staff | Back to clapping system as we use community room one and two for snacks and children can’t see in the other room. Working fine for now but continually being monitored for improvements |
| **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 | Discussed again during support and supervision and those who needed reminded has received outlines and there PDP updated to reflect this |
| **3.3** | **Behaviour**  Monitor the approaches by staff during support and supervision | Ensure all staff manage behaviours within the club guidelines | Ongoing | All staff | Always ongoing – Children as a group have been spoken to reiterate club rules and regulations |
| **3.4** | **Continue to meet with committee members**  Emphasise open door policy through support and supervision | Reinforcement of supports available to all staff | Monthly meetings | All staff  Committee | Ongoing – staff always made aware |

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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** *(1.8)* | **Children not enjoying little villagers**  Reinforce open door policy via website, newsletter and circle time activities. Ensure parents realise we have an open door policy and welcome feedback | Introduce more specific questionnaires to gain more information on likes / dislikes relating to club | Ongoing | Manager  committee | Pulse questionnaires and annual questionnaires are sent in order to gain as much feed-back as possible The results are displayed at LV and noted in Newsletter |
| **4.3** *(3.1)* | **Noise level and management by staff**  Following discussion with children introduce same system they use in school which is raising hand until children notice, do same, stop and listen | Continue to consult with children on ways and means to control noise levels | Ongoing | All staff | Back to clapping system as we use community room one and two for snacks and children can’t see in the other room. Working fine for now but continually being monitored for improvements |
| **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 | Discussed again during support and supervision and those who needed reminded has received outlines and there PDP updated to reflect this |
| **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 | Ongoing | Children/ staff | 01/09 New toys and equipment purchased in last 3 months by obtaining grants from councillors and gifts from round table. Continually being looked at |
| **4.7** *(3.4)* | **Continue to meet with committee members**  Emphasise open door policy through support and supervision | Reinforcement of supports available to all staff | Ongoing | Nikki | Ongoing – staff always made aware |

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