

# JOSS HANDBOOK



**Based in  
Jordanhill Parish Church  
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Glasgow  
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**SCSWIS Registration No: CS2003005763  
Scottish Charity No: SC022310  
Companies Registration No: 165389**

## **THE PLAYWORK PRINCIPLES**

### **These are the principles adopted by JOSS**

These Principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

- All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
- Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
- The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
- For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
- The role of the playworker is to support all children and young people in the creation of a space in which they can play.
- The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
- Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
- Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.

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# Introduction

**JOSS – where children are treated with respect  
and have fun within a safe and caring environment**

Thank you for choosing JOSS to provide out-of-school care for your child.

Jordanhill Out of School Service is a charity which was set up in October 1993 by a voluntary committee of parents to provide safe and fun childcare outwith school hours. We are based in Jordanhill Parish Church, which is a short walk from Jordanhill School, and provide a service for children aged between 4½ and 16 from 7.45am to 9.00am and from 2.30pm to 6.00pm during term time. We are also open from midday on early closing days and from the start of term until early September we offer a 12.00 noon onwards service to accommodate the early dismissal of primary one pupils. The service is closed during school holidays and in-service days.

JOSS is run by a team of qualified and vetted staff and is registered with Social Care and Social Work Improvement Scotland (SCSWIS), also known as the Care Inspectorate. JOSS is managed by a voluntary group of parents who are appointed as directors.

JOSS is non-profit making, and in order to meet the costs of rent, staff salaries, snacks and upgrading/replacement of equipment, we rely entirely on registration and childcare fees and our occasional fundraising activities. The continued success of JOSS is due entirely to the support of parents, staff and the JOSS board.

JOSS is regularly inspected by SCSWIS, the unified independent scrutiny and improvement body for care and children's services. Copies of the inspection reports are available to view on the premises or on the SCSWIS website at [www.scswis.com](http://www.scswis.com). Our SCSWIS (or Care Inspectorate) officer is Jacque Fee and she can be contacted on 0141 843 4230.

This handbook is designed to give you an overview of JOSS and details of our policies and practices. We work in partnership with parents and value your input, so if you have any comments or questions about JOSS, or if there is anything we can help with, please do not hesitate to speak with me, or Lynn Kennedy our Assistant Manager, at any time.

We look forward to seeing you at JOSS.

With best wishes,

**M Anne Dick**

Manager

Tel: 07890 517439

Email: [info@josskids.org](mailto:info@josskids.org)

Website: [www.josskids.org](http://www.josskids.org)

# Play

The first thing you might notice when visiting JOSS while it is in operation is the noise. This is children's play and leisure time so we are happiest when the children are animated, energetic, lively and generally enjoying themselves.

All the staff team are trained in the Playwork Principles (see page 2) which means that they encourage the children to have free play opportunities and are well versed when to leave playtime alone and when to step in if children need some help.

*"The role of the playworker is to support all children and young people in the creation of a space in which they can play".*

*"The playworker's response to children and young people playing is based on a sound up-to-date knowledge of the play process and reflective practice".*

*Playwork Principles*

"What is play? Play is a spontaneous and active process in which thinking, feeling and doing can flourish; when we play we are freed to be inventive and creative. In play, everything is possible with reality often disregarded and imagination and free-flow thinking taking precedence.

Play is a highly creative process, using body and mind; it is flexible and often free from externally imposed goals (although children often make these up themselves).

Play is important to all children no matter what their impairments or behaviour.

Play can be deeply satisfying. The pleasure and excitement of playing, the intensity and concentration, the freedom to experiment, to explore and to create, to find out how things and people work and what we can do with them, to give the imagination free rein, and to fill the gap between reality and desire, all derive from the fact that in play we are in charge."

Extract from *What is play and why is it important?* Published by Play Wales 2014

*"It is a play based service and the children are encouraged to play in groups (large and small). When my daughter wants quiet time, she is able to play by herself too. The staff are great at balancing this. My daughter loves JOSS and has asked for extra days this week".*

*Care Inspectorate report—November 2015*

# The JOSS Team

The service is operated on a day-to-day basis by the Manager, Anne Dick, with the help of Lynn Kennedy (Assistant Manager), Karen Clark (Depute), Karen MacArthur (Senior Play Assistant), Gemma Smith (Financial Assistant), Margaret McCrae, Jackie Ewing, Michelle Kennedy, Becca Bower, Emma Rankin, Ashley McGlone, Ashley Dyer and Alison Murphy (Play Assistants). Your child will be assigned a key worker, as we believe that when children have someone who gets to know them well and supports them in interacting with others, their confidence and wellbeing are supported. On the notice board in the craft room are photographs of the staff members with a list of the children in their group printed underneath. We have various routines and activities which enable the staff and children to get to know each other better.

For any general comments or questions about the services, or issues you wish to discuss, Lynn is always available to chat during after-school sessions, while Karen C is available during the early morning club.

Most members of staff have Paediatric First Aid Training and all have undergone vetting by Disclosure Scotland. Each staff member also has food hygiene and infection control qualifications and all of them are registered with the Scottish Social Services Council (SSSC) which is the independent scrutiny body which oversees the social care workforce. All of our staff regularly attend internal and external vocational training and personal development sessions (a minimum of 12 hours per annum) which they record on their personal SSSC online portfolios in accordance with guidelines.

In addition, we employ S5 and S6 pupils to help with escorting the children to JOSS after school. We work with a 1:10 staff/children ratio (1:8 for escorting from the school).

Directors are voted on to the JOSS Board at the AGM which takes place in November each year. They meet five times a year to oversee the funding and operation of the service. Our current directors are Lynda Osude, Elizabeth Martin, Douglas Grieve, Nicola Cameron, Fiona Drennan, Brian Quigley, Lynn de Pellette, Lucy Craig, Fiona McCulloch, Alison Kerr and Emily Howie. We welcome your involvement and would be very happy to talk to you if you are interested in becoming a Director.

## Anne Dick - Manager

Anne began working part time at JOSS in January 2002 and then took on the Manager role in October 2003. A former graduate from Gray's School of Art in Aberdeen, Anne had her own architectural photography business for twenty years and was a full time user of JOSS and a former Chairperson. She has a BA in Childhood Practice from Glasgow University. Anne is the only full time employee of the service.



## Lynn Kennedy - Assistant Manager

Lynn started at JOSS in October 2004 and is responsible for the day to day running of afternoon JOSS. Lynn has SVQ Level 4 in Playwork.



## Karen Clark - Depute

Karen joined JOSS in August 2003. She is currently studying PDA Childhood Practice level 9 at Clyde College. Karen also heads up the Morning Club team.



## Karen MacArthur - Senior Play Assistant

Karen joined the team in August 2014. She worked for many years in a nursery in Tiree. Karen has an SVQ 4 in Playwork and also works at Morning Club.





## **Gemma Smith - Play Assistant**

Gemma started at JOSS in October 2009. She has an SVQ 3 in Early Years and Education.  
Gemma is also the Financial Assistant for JOSS.



## **Margaret McCrae - Play Assistant**

Mags started in April 2012. She has an SVQ 3 in Playwork and has previous experience working in after school services.  
Mags also works at Morning Club.



## **Jackie Ewing - Play Assistant**

Jackie started at JOSS in April 2012. She is a registered nursery nurse who worked at the Southern General for 15 years.  
Jackie also works at Morning Club.



## **Michelle Kennedy - Play Assistant**

Michelle started at JOSS in April 2015. She has SVQ 3 in Children's Care Learning and Development. Michelle worked for many years in a nursery in Glasgow and is one of the Morning Club team.  
Michelle is currently on maternity leave.



## **Becca Bower - Play Assistant**

Becca joined the team in May 2015. She has an NVQ 3 in Childcare, Learning and Development. She came to us from a nursery/after school service in Barrow-in-Furness.

## Emma Rankin - Play Assistant

Emma started at JOSS in April 2016. She has an SVQ level 3 in Children's Care Learning and Development. Emma previously worked in a nursery in Glasgow.



## Ashley McGlone - Play Assistant

Ashley joined the JOSS team in August 2017. She has an SVQ level 3 in Early Years Childcare and Education. Ashley previously worked for many years in a local nursery.



## Ashley Dyer - Play Assistant

Ashley started working at JOSS in August 2017. She has an SVQ level 3 in Early Years Childcare and Education. Ashley previously worked in a nursery and as a nanny. Ashley is currently on maternity leave.



## Alison Murphy - Play Assistant

Alison initially joined us to cover a maternity leave post but has now taken up a permanent position. She recently graduated with BA Honours 2:1 in Psychology. Alison also helps out at Morning Club.



## Activities

We offer a diverse range of experiences to accommodate the needs and wishes of all our children, building their confidence and encouraging their independence to choose activities to support their play and extend their learning. With this in mind, we regularly ask the children to complete questionnaires asking what they like/dislike about JOSS to ensure that we continue to meet their needs. We encourage exploration, investigation and fun through freedom of choice and child-centred activities.

We use the majority of the church halls to deliver our service and the staff team set up the rooms before the children arrive and clear it all away again at closing time. Our storage areas are limited so the equipment and resources on offer tend to be items which are not too bulky or heavy and therefore easily moved around. Working on large ongoing projects can also offer challenges again due to our limited storage space but we are creative with the space we have.

*“Staff were supporting children’s emotional wellbeing. Throughout our inspection we saw that staff were warm and sensitive in their interactions with children and listened to their ideas about what they would like to do next”.*

*One of the parents commented:*

*“JOSS provides a safe and secure environment...The children are encouraged to be active but can spend time in a quiet room if they need to rest”.*

*Care Inspectorate report – November 2015*

During Morning Club, children can read, play games, draw and do craft activities until it is time to go to school.

After school, weather permitting, we are able to use nearby Skaterigg Park where children take part in a wide range of fully-supervised activities. We aim to offer the same activities outside as we do indoors, and equipment and resources are taken to the park to facilitate this. We also occasionally use the lanes around the church to take the children out on adventures.

When indoors, we make extensive use of the large hall which is suitable for most physical activities, for example, soft hockey, basketball or badminton. We have a range of equipment, such as a large parachute, giant hamster wheels, hoops, footballs, ankle skips and skipping ropes, all of which can be used indoors and out.

Our Craft Room has a different activity each day, such as Hama Beads, playdough, slime making, glitter and tissue stained glass pictures, mask making, junk modelling, and so on. We often have a baking day, when children can create a culinary delight ranging from pizza to chocolate truffles to ice cream sundaes.

Upstairs is where the children can let their imaginations take over and create their own games. Role play equipment includes crockery, cutlery and play foods, cash registers, blocks and bricks, a garage and cars, as well as a wide assortment of dinosaurs, dolls and the popular puppet theatre. There are also a selection of jigsaws and board games and the creation station where children can access a wealth of resources to create 2D and 3D artworks.

We have a TV in the quiet room but keep screen time to a minimum and discourage children from bringing in their own electronic devices or mobile phones. The exception to this rule is for the P6 and P7 children who can use the JOSS iPads or their own phones in their designated area. As there is no internet access in the Halls the children can only play age appropriate games on the iPads which have been uploaded by a staff member.

Children are able to do their homework at JOSS if they wish and staff members offer help and support to the children that need it. Parents are asked to check their child's work as JOSS staff cannot be held responsible for any mistakes.

We are always open to ideas or suggestions from parents for new activities.

Children are able to choose which activity or game they wish to play. Where necessary, a list is drawn up to enable everyone to participate.

## **Snacks**

We provide a healthy buffet snack, which varies from day-to-day and includes fruit, wraps, soup, rice cakes, pancakes, cheese and there is always fresh water to drink. The weekly menu is displayed on the notice board at the snack table and allergen advice is available from any member of staff. The staff will make every effort to ensure that food and drink is appropriate to the dietary, religious and cultural requirements of all the children, and staff who either handle or prepare food have up-to-date Food Hygiene Certificates and are fully trained in food storage, preparation and food safety.

Please see our Healthy Eating Policy for more details.

## **Communication**

Regular newsletters are circulated by email to all parents and carers. These contain news of JOSS activities and events as well as details of any changes to our service or developments which may occur. There is also a closed Facebook page for staff, parents and carers which you can request to join.

Here is the link: <https://www.facebook.com/groups/203009763412460/>

# Policies & Procedures

JOSS has policies to cover all aspects of the service. The following brief summaries may be of particular interest. All our policies and procedures are underpinned by the UN Convention on the Rights of the Child (UNCRC) and throughout the service we will promote children's rights and ensure that all children participate in decisions concerning them and the service.

## Behaviour

JOSS aims to create an environment free from bullying, harassment and discrimination. Our aim is to promote good behaviour and ensure that all children are provided with love and care, security, the freedom to make their own choices, a positive self image, suitable adults as role models, consistency in their treatment, boundaries to behaviour, as well as opportunities for self expression and opportunities for play and learning. Good behaviour will be encouraged and praised, and children and young people will always be shown respect. Individuality is encouraged and children are taught by example.

While negative behaviour, bullying or discrimination will always be challenged and responded to, children will never be subject to physical punishment, humiliation or labelled as 'naughty', and staff will endeavour never to raise their voices.

Our Promoting Positive Behaviour Policy, JOSS Rules, and Policy on Bullying give more details.

## Walking Children to or from JOSS/Collection from School

Staff will walk children in a safe and orderly manner along the designated route to and from school. Walkers and children are at a ratio of 1:8. Parents are asked to remind children in the morning that it is a JOSS day for them. Our Procedure for Walking Children gives more details.

Our Procedure for the Collection of Children details the emergency procedure which will be put into operation should a child who has been booked not arrive at the designated collection point at the close of school. You are urged to inform us by text if your child will not be attending JOSS.

## Security

In order to ensure that children remain safe, and to continue to promote free choice and movement within the premises, detailed procedures are in place to ensure that only authorised persons and parents or carers collecting children from JOSS enter the church during JOSS opening hours. The main door will remain locked and parents are asked not to answer the door or allow their children to do so. There are procedures to ensure that areas where adults who are not JOSS staff members and JOSS children could potentially meet are monitored.

Children must be signed out by a designated adult from the service. The parent/carer who would normally come should advise when one of the other signatories is collecting a child. Only under exceptional circumstances and with the express wishes of the parent/carer will a child be allowed to leave JOSS with someone aged between 14 and 16 years.

Regular fire drills are carried out throughout the year to ensure that all children at JOSS are well-versed in the evacuation procedure.

Full details are contained in our Security, Signing Out and Fire Drill policies and procedures.

## Use of Mobile Phones, Cameras and Computers

Children are discouraged from bringing phones into JOSS. The exception is when the older children wish to listen to music or play games and they are able to do this on the stage area. They should not use their phones to make calls or take photographs and parents wishing to contact the older children are requested to do so via the JOSS phone. Staff are instructed to put their phones on silent and refrain from making or receiving calls and text messages during working hours.

On the annual registration form parents are asked to give consent to their child's photograph being taken for use in JOSS publications, on the website and for display within JOSS. Photographs are taken by staff members on their own phones and they immediately send them to the JOSS account for downloading to the JOSS laptop for use as detailed above. Staff members then delete any JOSS related images from their phones before they leave work. JOSS has a couple of iPads which can be used by the older children for playing age-appropriate games. Children do not have internet access within the church.

Our Procedure on Use of Mobile Phones, Cameras and Computers gives further details.

## Child Protection

Through our staff training and partnerships with parents, JOSS promotes the safety and security of all children and ensures that they are free from exploitation and abuse. We are totally committed to Getting It Right For Every Child and all our child protection procedures meet Glasgow City Council's guidance on child protection.

## Inclusion

All children are welcome at JOSS. We are committed to promoting equal opportunities and all children within our care will be treated with equal respect irrespective of class, ethnic origin, gender, race or religion. We are also aware that some children have special educational needs and/or physical disabilities that require particular support and assistance.

Please see our Equal Opportunities and Inclusion policies for more details.

The policies, procedures and practices of JOSS in relation to children with special educational needs and/or physical difficulties are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Equality Act 2010.

JOSS believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play a full, active and equal part in JOSS activities.

## Play

JOSS will provide a play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The service will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

JOSS is committed to the National Play Strategy and is guided by the Play Principles. The team have all undertaken Play training and regularly carry out observations which enable us to evaluate and improve what is on offer to the children.

## Complaints

JOSS is committed to provide opportunities for users to express any concerns effectively and to value the opinions expressed. We welcome your input, and any complaints or comments will be recorded, whether formally or informally made, and dealt with promptly and efficiently. In the unlikely event that agreement cannot be reached we will provide access to an independent arbitrator.

We will supply SCSWIS with information on the Service's response to any complaints.

Users also have the right to complain to SCSWIS at the following address:

Central West Region  
4<sup>th</sup> Floor  
No 1 Smithhills Street  
Paisley  
PA1 1EB  
Tel: 0141 843 4230

The SCSWIS officer for JOSS is Jacque Fee, who can be contacted at the above address. More information on SCSWIS can be accessed at [www.scswis.com](http://www.scswis.com).

Further details are available in the JOSS Complaints Policy document.

## **Admissions**

JOSS operates a waiting list system, with those already registered being given first opportunity to register in April/May each year for the following academic year. Following this, those on the waiting list are offered places in strict order of length of time on the waiting list.

Parents/carers and their children are encouraged to come for a pre-admission visit and your child can attend for one complete session prior to taking up a place. The staff will welcome children and parents and answer any questions you may have. The aim is to make all children feel safe and valued during their settling in period, and it is our experience that children settle in quickly and make friends not only with others in their own year, but also with children from different age groups.

You will be issued with an 'All About Me' booklet (P1 and P2 children only) which you should fill in with your child. The information you provide in your booklet will help the staff, and in particular your child's key worker, to know a bit more about your child's likes and dislikes and background and beliefs, and enable us to both settle them more quickly and meet their needs effectively on an ongoing basis. Children in P3 and up will fill in their own questionnaires while at the service and these will be reviewed every 6 months.

Prior to admission, you will be asked to fill out a registration form for each child using the service. On receipt, these forms are stored securely and are accessed only if required and only by JOSS staff. These forms are updated every six months and it is the responsibility of the parent/carer to advise JOSS of any changes to the information recorded on the form. This can be done at any time.

On a day-to-day basis, children are signed-out of JOSS only by authorised persons detailed on the registration form and not by under 16s.

## **Booking Sessions**

Once a year, in April/May, you will be asked to pre-book your required days for the following academic year. You will be emailed an offer of sessions which shows your booking requirements and the related costs, and also asks for your preferred payment method. If you work shifts, or if your circumstances change during the course of the year so that you need more or less sessions, we will do our utmost to accommodate this.

## **Emergency Places**

If your child is registered with JOSS, an emergency place can be arranged with a minimum of notice, subject to us not exceeding our maximum of 85 children at any session. This can be done by calling or texting 07890 517439.

## Fees

Annual registration per family	£35.00	
	£20.00 (for Morning Club only)	
Morning Club	7.45 – 9.00 am	£4.50
		£7.00 for two siblings
		£9.00 for three siblings
After School Care charges (from August 2016)	2.30 – 3.45 pm	£4.75
	3.30 – 6.00 pm	£9.60
	2.30 – 6.00 pm	£12.00

Sessions are booked in advance for the academic year and we offer the option for these to be paid for either in full, in two instalments, by 10 monthly standing orders, or by childcare vouchers or the Government tax-free childcare scheme.

Snacks are included in the session charges.

## Payment by Voucher

JOSS remains registered with the following providers of vouchers but is also a registered provider of the Tax-Free Childcare Scheme. Further details are available on request.

### JOSS Carer/Reference Numbers:

Apple	CA00004604
Busy Bees	No reference required
Care4	34128407
Computershare	14825
Edenred	P546588
Fideliti	JOR003C
Kiddivouchers	No reference needed
Sodexo	169040

### Information to enable online payment or to set up a standing order:

Service Name	Jordanhill Out of School Service Ltd	
Address	Jordanhill Parish Church 28 Woodend Drive Glasgow G13 1QT	
Bank Details	Sort Code	80-22-60
	Account Number	06245450

# Frequently Asked Questions

## *How many children use JOSS each day?*

On a typical day, between 100 and 120 children use the service. It is important to note that at any one time the numbers do not exceed 85 – there may be 55 children from P1 and P2 attending at 2.30pm and another 75 coming in at 3.30pm from the other primary classes. However, at 3.30pm, some of the younger children will go home or attend tennis or Spanish thus reducing the overall number in attendance to our maximum of 85. We currently have 250 children from Primary 1 to Secondary 1 registered to use JOSS, but they do not all need to use the service at the same time.

## *If my child is booked until 3.45pm, do I have any leeway for collecting them?*

We can be flexible until 3.45pm as that is the time the older children arrive and the maximum of 85 children rule comes into force. We would rather you collect your older child and then come for your P1 or P2 child as they will then have the opportunity to play for a little longer. Similarly, if you are held up and likely to arrive after 3.45pm, then please do not panic; call or text us and we will let your child know that you will be a little late. If you know in advance that you need more time, please book a later session, which will be charged accordingly.

## *I work shifts and am unable to predict my requirements for childcare so far in advance – can you help?*

We are able to offer those working shifts the flexibility to book on a month-to-month basis. Please speak to Anne or Lynn for details.

## *How long will I have to wait for a place or an extra session?*

Difficulties only arise if the number of children giving up spaces is less than the number wanting to start. We always have availability on Fridays, but the other days tend to be busier, so if you have some flexibility in the days required, we will be more likely to be able to accommodate you.

## *Do I have to book after school sessions in order to take advantage of the Morning Club?*

There is no requirement for children to attend both. You can book either morning or after school sessions, or both, as required.

## *Can my child bring along their breakfast to the Morning Club?*

Yes some children bring a cereal bar or other snack with them.

## *What if my child requires medication?*

JOSS staff members are able to administer medication subject to written authorisation from the parent or guardian of the child.

### ***What happens if my child has an accident at JOSS?***

All our staff have paediatric first aid training and can treat minor injuries. If a child has had an accident at JOSS, the parent or carer will be informed when they collect the child, and will be asked to sign an accident form.

In the event of an accident which causes concern, parents will be asked to collect the child.

Should a child have an accident whilst at JOSS which requires immediate further medical support, parents will be contacted immediately and the necessary action taken. In extreme cases, this could involve calling for the support of a paramedic.

### ***My child suffers from an allergy or food intolerance — can you deal with this?***

There is a section on the registration form which asks for details of allergens or intolerances. On receipt of this information, the child's keyworker will discuss your child's needs with you in greater detail and procedures will be put in place to ensure these needs are met.

### ***Can my child bring his/her own toys to play with?***

We ask that children do not bring in their own toys or games as they can easily be broken or lost and JOSS cannot accept responsibility for this. Please note that we cannot watch films or play games which have a 12A or 12 rating and will vet PG rated films before showing them. We provide a range of games and activities and are receptive to ideas for additional equipment or games which can be safely used within the setting. We are also happy to accept donations of good quality second-hand games and toys, although, in line with our infection control policy, we can only accept toys and equipment that can be cleaned.

### ***Why is there so much paperwork to complete?***

As well as fulfilling our legal obligations, it is of the upmost importance that we obtain as many details about a child as possible to ensure his/her welfare at JOSS. Before the child's start date, we will issue a registration form to be completed and returned to us at the child's first settling-in visit. This form will contain information regarding personal contacts, emergency contact details, family information and medical details, and will require your signature to confirm your authorisation regarding various aspects of the care we provide. Legally, these details must be updated every six months. We will be happy to assist with the completion of paperwork if required.

### ***My child goes to an after school activity – can you accommodate this?***

Where possible, and with prior arrangement, we will escort children to and/or from the various after school activities taking place either at the school or at Woodend Tennis Club. Please speak to a member of staff about this.

***What happens if I am late collecting my child or am unable to get to the church before the end of the session?***

In the very unlikely event that a parent or carer does not collect their child from JOSS at the agreed time, and no contact has been made to inform us of alternative arrangements, every attempt will be made to contact the parent or carer. If this is unsuccessful, we will contact the nominated emergency contact person and request them to collect the child. JOSS will remain open to enable time for the contact person to travel. If we are unable to make contact with anyone, we will inform the local out-of-hours children's services department to agree the next course of action, in order to ensure the child's safety and wellbeing.

***Does JOSS ever close?***

Under exceptional and unavoidable circumstances, JOSS may not be able to open, for example, if the weather is so severe that staff cannot travel to work, or as a result of industrial action. In most cases, this would coincide with the school also being closed, although one exception is on election days when we cannot open due to the church premises being used as a polling station. We will give parents/carers as much advance notice as possible of these events and when the closure is out with our control we will not be able to offer refunds.

***Do I have to pay for sessions that I cancel?***

Bookings are made for the entire year and are usually paid over ten instalments. We do not offer refunds as there are ongoing running costs such as wages and rent which have to be met. If at the time of cancellation you specify another date, for example, 'next week I would like to swop my Tuesday session for a Friday one', then we are happy to accommodate your needs but keeping track of ongoing cancellations/days due would not be feasible either administratively or financially.

***Can parents get involved with JOSS and influence the running of the service?***

JOSS works in partnership with parents, and we encourage your involvement and welcome your views and ideas. We also aim to be part of the local community and therefore hold regular fundraising events, such as fairs and family ceilidhs. We welcome the assistance of parents in organising and supporting these activities.

We regularly invite feedback from parents regarding all aspects of the service. You can raise issues by speaking to any member of staff, to a board member, or at the AGM. You can also email the manager. For parents who want to get involved in the running of JOSS, why not think about joining the board? Board members are appointed at the AGM which takes place each November.

Once again, thank you for choosing JOSS to provide out-of-school care for your child.



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