

Achieving Quality Scotland

Quality Improvement Framework by SOSCN

Dear Parent or Carer,

Information about Achieving Quality Scotland Award

I am very pleased to inform you **Broomhill Out of School Care Association (BOSCA)** has been awarded **Achieving Quality Scotland**, this is a great achievement and one you should all be very proud of as it recognises the high standards of your service.

I am also pleased to award a **GOLD STAR for exemplary Practice in the following areas:**

Area 1: Overarching commitment to quality, the UNCRC, GIRFEC and the Playwork Principles

Area 2: Equality and Inclusion

Area 3: Partnership and Collaboration

Area 4: Play and Care Practice, and Principles

Area 5: Premises, Resources and Community

Area 6: Getting It Right For Every Child (GIRFEC)

Area 7: Health and Wellbeing

Area 8: Leadership, Management, Planning and Administration

Area 9: Staffing and Volunteers

Area 10: Holidays and all day care

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Achieving Quality Scotland is a quality improvement framework dedicated to out of school care services in Scotland. The coordinator/manager of will be able to provide you with further information about the standards for the 10 quality areas * and any STARS awarded.

The AWARD certificate is valid for 2 years from.

To remain quality assured after two years the service must re-register with the Scottish Out of School Care Network by the end of April 2019 and have been re-assessed by end of April 2020.

Failure to either re-register or complete the re-assessment within the timescales stated will result in the service no longer being quality assured.

Within the initial two year period, if you have concerns that the club is no longer meeting the high standards set out in Achieving Quality Scotland, you can contact the Lead Assessor, Irene Audain, in confidence at the address below.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'I. Audain'.

Irene Audain MBE, Chief Executive, SOSCN

Lead Assessor Achieving Quality Scotland

* I attach the list of the 10 Quality Areas and 35 standards for your service to use in the parent information noticeboard, website or handbook. Please note Quality Area 10 only applies if your service provides holiday care.

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Achieving Quality Scotland Information for Parents and Carers

The 10 Quality Areas and the 35 Standards:

| Preparatory Section- Policies, Procedures and Essential Documents | |
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| 1 | “Our service has policies and procedures in place to ensure our principles are put into practice and meet, or exceed, all on-going legislative requirements; they are up to date, legible, clear and fit for purpose. Our essential documents, required for the smooth running of a quality service, are also maintained to this quality.” |
| 2 | “All management and staff are fully trained in such policies and procedures while volunteers, parents and children and young people are well informed on those which are particularly relevant to them.” |
| 3 | “When developing or updating policies and procedures we ensure that there is genuine consultation, where applicable, with relevant groups such as the staff, children and young people, parents and volunteers, and their views are always included.” |
| 4 | “Policies and procedures are thoroughly reviewed and signed, with date of review, on an annual basis, with any updated policies issued to the relevant parties, including training in new policies or procedures and adapted versions in language suitable for children and young people.” |
| Quality Area 1 – Commitment to quality, the UNCRC, GIRFEC and the Playwork Principles | |
| 5 | “Our service is committed to providing an excellent quality service for every child, young person and parent, in a process of continuous quality development and improvement; underpinned by our ongoing commitment to the overarching values of the UNCRC, Getting it Right for Every Child (GIRFEC), and the Playwork Principles.” |
| 6 | “The service understands that leadership, commitment and active involvement of management are essential for the development of quality systems and outcomes. We will provide clear leadership and develop and communicate our principles, policies and quality improvement objectives, ensure that people are aware of their roles and responsibilities and encourage open communication throughout this process” |
| 7 | “The service will ensure that every member of staff, volunteer, service users; children, young people, their parents and carers, and linked professionals, are all involved in supporting and delivering the above principles and the quality achievement award processes.” |
| Quality Area 2- Equality and Inclusion | |
| 8 | “Our Service is actively committed to, and positively promotes, equality and inclusion; this is embedded in our policies and procedures, and links strongly with our commitment to the UNCRC and GIRFEC. |

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| 9 | “Our staff and volunteers are expected to be well trained in equality and inclusion and to actively promote such values while engaging in anti-discriminatory practice in their work with each other, children and young people, and their parents.” |
| 10 | “Our planning and review processes include monitoring for accessibility, equality and inclusion and planning and reviewing specific actions to address identified barriers.” |
| Quality Area 3 – Partnership and Collaboration | |
| 11 | “Our service works in partnership with parents and carers; fellow professionals, the schools we serve, and our local community to ensure their expertise, views and advice are included in our ongoing work to ensure each child or young person in our care gets all the support they need” |
| 12 | “Our service maintains high professional standards through collaborating locally and nationally with relevant agencies and programmes of work; this can include membership of local and national school age childcare networks; communities of practice for staff development, and liaison with community planning partners, local GIRFEC and Early Years Collaborative representatives.” |
| Quality Area 4 – Play and Care Practice, and Principles | |
| 13 | “Our quality service is committed to the UNCRC Article 31, the Playwork Principles and the National Play Strategy and Action Plan by providing a semi structured and planned range of inclusive and safe, but challenging and creative opportunities, which children and young people lead and own.” |
| 14 | “Children and young people are able to freely choose from a wide range of play, nature-based, recreational, cultural and sport activities both indoors and outdoors, which support their developmental outcomes, extends their horizons and skills, while reflecting their own interests.” |
| 15 | “Our service delivers high quality play and care practice which ensure the wellbeing, safety, enjoyment and positive experiences of children and young people, in a warm and welcoming play care environment; which allows for variety and risk, as well as security and routine.” |
| Quality Area 5 – Premises, Resources and Community | |
| 16 | “Our service makes the best, creative use possible of our premises and resources, while adhering strictly to regulatory, health and safety requirements and any necessary maintenance and upgrading work.” |
| 17 | “We aim to be accessible and provide high quality outdoor activities and, where we are restricted through current premises, we will work with our local community and seek out methods to address such gaps in our provision.” |
| 18 | “In terms of the National Play Strategy and Action Plan, GIRFEC and the UNCRC, we aim to assist with local community planning processes in meeting the aims of these overarching policies by being a resource for the local community, in terms of our professional knowledge and expertise in play and care for children of school age.” |

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| Quality Area 6 – Getting It Right For Every Child (GIRFEC) | |
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| 19 | “We recognise our important role in nurturing the unique development of every child or young person in our care. We value every child and young person as an individual with their own specific needs, preferences, views and circumstances, which we know can change over time.” |
| 20 | “We can demonstrate how support GIRFEC and improve the wellbeing of children and young people through our use of the SHANARRI framework and the Wellbeing Wheel, including tracking and measuring outcomes, where appropriate.” |
| 21 | “We ensure that clear child protection processes are in place, understood and regularly evaluated. We will ensure we know the named person and lead practitioner, when relevant, for each child in our care.” |
| 22 | “We ensure that children and young people meaningfully participate in all aspects of the service, and we can show how we have listened to and acted on their views.” |
| Quality Area 7 - Health and Wellbeing | |
| 23 | “Our Service is committed to the health and wellbeing of the children and young people in our care; using the SHANNARI wellbeing wheel to focus on their development, we ensure that each individual child or young person has their specific wellbeing needs met.” |
| 24 | “Our service provides a good balance of physical activities and healthy nutritious snacks which takes account of different cultural, faith, personal preferences or disabilities; while children, young people and their parents are regularly consulted and receive good quality guidance from us on healthy eating and exercise.” |
| 25 | “Our service supports the mental and emotional wellbeing of children and young people we care for; we provide a range of resources, activities and opportunities for positive social relationships, including co-operation, sharing and developing healthy self-esteem, which help children and young people develop emotional security and resilience. We also support children and their families through stressful circumstances in their lives”. |
| 26 | “Our service meets or exceeds all standards and legal requirements relating to food preparation; storage and administration of medicines; models and teaches good hygiene; including hand-washing, dental care and personal care, and is always up to date with and following infection control procedures and official guidance.” |
| Quality Area 8 - Leadership, Planning, Management and Administration | |
| 27 | “Our Service leaders (top management) establish the purpose and direction of the organisation and create an environment in which people become fully involved in using their abilities to achieve the organisation's goals; this includes the involvement of children and young people, staff and volunteers, families and community.” |

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| 28 | <p>“Our service has a clearly defined management structure and operates within the relevant legal, appropriate and best practice framework for our type of organisation. Our service is run and administered effectively and meets all legal, business, financial planning and sustainability requirements, which necessarily underpin our ability to provide a high quality service for children and families.”</p> |
| Quality Area - 9 Staffing and Volunteers | |
| 29 | <p>“Our service recognises that people are our greatest asset and we value and support our staff team and volunteers. We ensure that they receive the resources they need and access to training, qualifications and continued professional development in order to fulfil their highly important roles in caring for children and young people, and to meet legal standards. Registration with the Scottish Social Services Council (or equivalent) and adherence to their codes of practice is mandatory; as an employer or employee, as are PVG checks and references.”</p> |
| 30 | <p>“We are committed to equality and inclusion in our recruitment and employment practice, with equality monitoring in place and we aim to reflect the diversity of the community we service. Our expectations of our staff and volunteers are high; we only want people who are committed to engaging positively with children and young people, who stand up for children and young people’s rights and act in their interests, and who take responsibility for their own professional development.”</p> |
| Quality Area 10 - Holidays and All Day and Play Care | |
| 31 | <p>“Our service is committed to the UNCRC, GIRFEC and the Playwork Principles; this is reflected in the planning, delivery and evaluation of our holiday and all day play and care services with the children and young people, within a strict ethos of equality and inclusion.”</p> |
| 32 | <p>“We recognise that holidays are special times and important for children’s rights and wellbeing requiring more outdoors and physical activities, times for rest and relaxation, nutritious snacks, and freely chosen, self - directed play.”</p> |
| 33 | <p>“We ensure there are many opportunities for children and young people to learn and develop through play and social relationships and gain new experiences in terms of special outings and new activities, which expand their horizons in meaningful ways.”</p> |
| 34 | <p>“Our service recognises that the staffing, planning, marketing, budgets and administration of our holiday and all day play and care provision, requires specific attention and care including fundraising, transport, recruitment and training of extra staff and volunteers where needed.”</p> |
| 35 | <p>“We plan in partnership with parents and the wider community, and collaborate with fellow professionals to ensure they know our service is available as a resource for families, under GIRFEC and we support children in the transitional period between nursery and school and help them engage with their local community.”</p> |