

# Rascals Welcome Pack 2025/26



Welcome to Rascals Out of School Care,  
which is based within Nether Robertland  
Primary School, in Stewarton.

*Dear Families,*

*Thank you for your interest in Rascals. We aim to provide professional care for children from 3 years to 15 years of age, in a nurturing, stimulating environment, which is safe and secure.*

*In this supportive environment your child will be able to lead their own play and experience the right support for each child as identified within the Children and Young People (Scotland) Act 2014 and the Getting It Right For Every Child policy. We are always interested in your ideas, concerns and your support. Communication with our families is critical to our service.*

*We seek to form a partnership with you to ensure your child's and families' individual needs and concerns are met. Your child is about to start out of school care for the first time. You probably have a lot of questions to ask. I hope that this pack will answer most of them and help you to prepare yourself and your child for Rascals. Please remember when reading the content of this pack that our priorities are your child's safety and happiness.*

*We aim to enable you to leave your child in our care; confident that they will be happy and well looked after whilst you work or study giving you peace of mind. We know that there is large amount of information however we do feel that this is needed so that you are able to make an informed choice. We encourage prospective parents to visit our setting to see us in action.*

*Many thanks,*

*Abby Wood*

*Manager of Rascals Out of School Care Service*

*We are an out of school care service with a capacity of 50 children each session, where there is a capacity of 8 early years' children per session. We are a friendly setting with a happy atmosphere. We have good, positive relationships with all of our parents. During term time, we are open Monday to Friday from 7:30am until 9:00am for breakfast clubs and then again at 3Pm until 6pm for afterschool clubs.*

*We aim to open as many weekdays as possible for our Playscheme sessions, where an interest in shown, which is 8am until 6pm.*

*Rascals are part of the Government tax free scheme and accept the following Childcare Vouchers –*

*Edenred: P20308834*

*Sodexo: 178774*

*Co-op Flexible Benefits: 85119619*

*RG Childcare: 35822076372*

*Computershare: 0015967740*

*We have two dedicated playrooms within the school building. We also have access to the large outdoor play area, and the gym hall.*





Abby – Manager

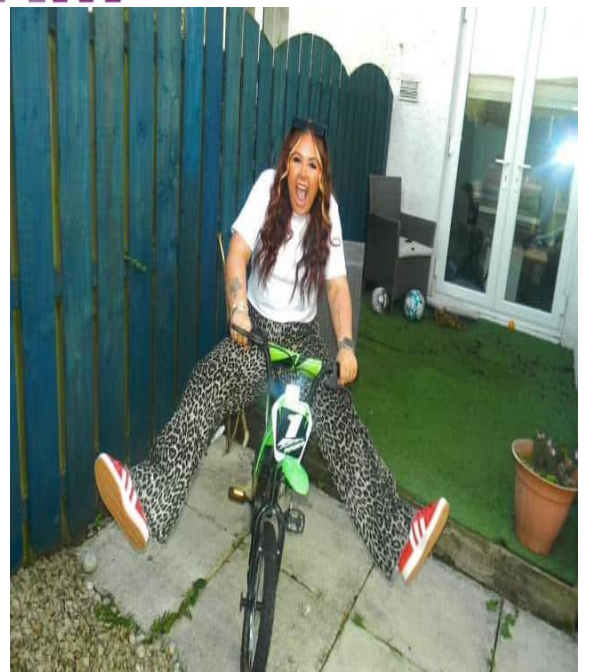


Amelie – Assistant  
Manager

# Meet THE TEAM



Claire – Core Practitioner



Megan – Senior Lead

# Registering your Child:

**Step 1** - When you contact us, we will arrange a visit at convenient time for you to look around. Before the visit we will send you our Welcome Booklet with our Policy and Procedures below via email.

**Step 2** - Once the place has been accepted, we will forward our Registration Form, Individual Child's Plan and Home Life sheet. We will then arrange an informal meeting to discuss any individual needs for children (i.e. medication, 1-1 support).

**Step 3** - Children will begin their sessions within the settling with "settling in" support from the team.

**Step 4** – A personal plan will be completed detailing the children's experience, this will have room for the child's and family's comments.

## **Settling in:**

We understand how difficult it is for parents to leave their child in childcare. We will therefore work with you to ensure your child is settled and that you are happy with the care that we aim to provide. We like to organise visits and informal meetings for the parents and child. This gives us the opportunity to provide us with lots of information about your child, their likes and dislikes, routines, favourite activities, how to comfort them if they become upset and how they have reacted when left before. It gives us the opportunity to start to build a relationship with you and your child and to understand both your needs and wishes. The dates, times and durations of the visits and meetings will be discussed and planned individually for each family.



## The Teams Support:

During admission every child is supported by our team and our role is to make the child feel cherished, and comfortable whilst they are away from home. Our team must ensure that families know all about their child's day.

These responsibilities include:

- Settling the child into the setting
- Liaising with relevant agencies to discuss any concerns
- Communicating and liaising with families
- Observing the child to offer individual support and experiences
- Updating your child's personal plan
- General high-quality care of your child
- Encouraging children to take the lead within the setting

The team has a powerful impact on the child's well-being, their mental health, and their opportunities to think and learn. Through strong relationships and daily observations of the children we can plan appropriate activities which meet the children's interests and needs.

## Individual Planning, Support and Activities:

*All children will have a termly personal plan which is linked to the SHANARRI wellbeing indicators from the Getting It Right For Every Child policy.*

*Our overall approach to the children's development is child-led.*

*The activities we do with the children are initiated by the child. We do this by using our observations of each child to identify current interests, which will improve their experiences with us. These activities are recorded in our weekly plans and the children/families can record their feedback on the Feedback Board which is available in Rascals during every session. By taking this approach, we are ensuring that the children feel valued and enjoy their time with the service. We know that what we do helps children because we can see the progress the children make and have evidence of their opinions from our Feedback Board. Our evaluations help us to identify how well the children are enjoying the service and how we can improve. Outside of the setting children enjoy trips out, such as bowling, cinema, farm parks, museums, playparks and many more. We also take part in community life with many partnerships within Stewarton.*

# Our Term Time Daily Routine:

## **Breakfast Session:**

*We are open from 7:30am every morning. When the children arrive, they will be asked to hang their jackets up in the cloakroom and place their bags in the storage unit. Breakfast is offered to all children which consists of toast and a range of cereals with gluten and dairy free options available. The children are free to play with their choice of the toys/games or use the art supplies to design their very own pictures. We also have access to the gym hall in the mornings until 8:45 giving the children the opportunity to play football which is a big hit with our older children or use the gym equipment to design obstacle courses and play dodgeball which the younger children love! At 8:45 we begin to tidy up and get ready for nursery and school, the children will collect their belongings and line up just before 9am.*

## **Afternoon Session:**

*We are open from 3pm until 6pm. At 3pm two staff members collect the nursey children and bring them over to Rascals. Another staff member will collect the older children and sign them in at 3:15pm. Once all children arrive snack begins and is offered to all children with gluten and dairy free options available as well as a daily fruit and vegetable platter. Snack gets tidied up at 4:30pm. The children will help to set up the main Rascals room choosing what they would like to be brought out each day. A staff member will then ask each child if they would like to go outdoors/gym depending on the weather or if they would like to stay indoors. The children who choose to go outdoors will collect their belongings to make pick up time easier. They will have access to the sand pit, trim trail and the football pitch they can also decide to take resources from inside out with them. The children who decide to stay inside will have access to the main Rascals room as well as the blue room and gym. At pick up time parents/carers will come in and collect their child, during this time a staff member will pass on any key information regarding their child and how their day has been with us. Parents/carers will then be asked to sign their child out on the register.*



# Playscheme Daily Routine:

**Our playscheme hours are from 8am until 6pm.**

*Playscheme consists of many trips and exciting adventures for the children. The children will have the opportunity to help decide which trips we will be going on throughout the holidays so if they have any suggestions, please let us know! When we are heading out on trips we like to leave as early as possible to ensure the children get as much time to explore and have fun when we arrive at our destination. Therefore, if your child is attending could you please drop off before 9:30am. There will be occasions where we are slightly later getting back to Rascals if this is the case we will always message with an update, but we always aim to be back for 5pm. When your child is dropped off we will ask them to hang their jackets up and store their belongings in the storage unit. If your child requires a lunch made by Rascals, we will ask them for their lunchbox so we can add their selected food and drink items to it. We will then give the children the chance to free play with their choice of toys/games and art supplies. Between 9am and 10am the children will have the opportunity to have a snack whether that be in Rascals, before leaving or whilst travelling. At 12 o'clock we will have lunch and then between 3pm and 4pm they will have the opportunity to have another snack. On the days where we will be staying closer to Rascals with local partnerships or park trips the children will have access to the main Rascals room, another play/snack room, the gym hall and the outdoor play area. We also go on occasional trips to the local shop so that the children can spend a little money on their choice of a treat. If your child is attending any playscheme sessions could you please ensure they have a water bottle that we can refill throughout the day, weather appropriate clothing and a lunch (unless being made by Rascals). Please make sure your child has appropriate clothing with them and sunscreen on when necessary as well as in their bag.*



# Playscheme Information:

*The Playscheme hours are 8am – 6pm on the selected week days.*

*Staff can be contacted to arrange a pick up at any stage throughout the day on 07949334945 (parents must arrange to meet Rascals at their current location if picking up before Rascals have arrived back in Stewarton). It is essential that emergency contacts are up to date and parents have received information on the programme for the day e.g. drop off times, planned trips and what time expected back. Parents will be kept up to date via text/phone calls during playscheme and are welcome to contact staff on the Rascals number at any time for information. Packed lunches are required for all playscheme days (free from nuts or food containing nuts). Please ensure that you provide a substantial lunch and snacks. The children will require food, snacks and drinks for the whole day. Packed lunches should be in a backpack for trips or outings. This leaves hands free and prevents lunch boxes “popping” open. We request that you use “cool bags” and put ice packs in with packed lunches. Please ensure that children have plenty of juice/water. Rascals recommend children bring at least two large refillable bottles of juice/water. Rascals’ staff will refill water bottles when possible but please be aware this is not always possible when out on trips. Please see that children are dressed appropriately for the weather and that they have a change of clothes (e.g. change of shorts) and towel for trips to the beach etc. A change of clothes for all playscheme days would be beneficial in case of rain or spillages. A rain jacket and waterproof footwear are a must! Weather can change dramatically Also please apply sunscreen before they come - staff will “top-up” during the day. (During the summer we prefer the children to be adequately covered and strongly discourage wearing of “shoe string” straps and the removal of t-shirts. During spring and autumn holidays be aware that temperatures can change dramatically during the day and an outfit put on early on a sunny morning may not be sufficient by afternoon when children could be in a park exposed to chilly winds and drops in temperature. Medicines -Please ensure we are fully aware of any medical conditions or support requirements. Medication plans and authorisation forms must be completed before we can administer any medicine. Spending money – The children will be briefed on the daily budget for the day from Rascals and they will work together to decide how they will spend this whether that be a trip, activity and/or new resource. The staff will support the children with this. Please book in advance and remember to let us know as soon as possible if your child is not attending. Cancellations less than 14 days before the date of booking will be charged. On a busy trip day we may have a waiting list – early notification will give us time to fill the place. Children must arrive by 9.30am on a trip day, as we leave promptly, occasionally we may need to leave earlier. You will be notified in advance if children are required to be in before 9.30am. Please ensure you have an up to date copy of the playscheme programme, some trips and activities will be subject to the weather but alternatives are always planned.*

# Health & Social Care Standards:

## ***The Principles behind the Standards***

*At Rascals we strive to ensure that we incorporate the principles of the Health and Social Care Standards ensuring that the people who use our service experience the following:*

### ***Dignity and Respect***

- Their rights are respected and promoted*
- They are respected and treated with dignity and as an individual*
- They are treated fairly and do not experience discrimination*
- Their privacy is respected*

### ***Compassion***

- They experience warm, compassionate and nurturing care and support*
- Their care is provided by people who understand and are sensitive to their need and wishes*

### ***Be Included***

- They receive the right information, at the right time and in a way that they can understand*
- They are supported to make informed choices, so that they can control their care and support*
- They are included in wider decisions about the way the service is provided, and their suggestions, feedback and concerns are considered*
- They are supported to participate fully and actively in their community*

### ***Responsive Care and Support***

- Their health and social care needs are addressed and reviewed to ensure they receive the right support and care at the right time*
- Their care and support adapts when their needs change*
- They experience consistency in who provides their care and support and how it is provided*
- If they make a complain it is acted upon*

## **WELL-BEING**

- *They are asked about their lifestyle preferences and aspirations and they are supported to achieve these*
- *They are encouraged and helped to achieve their full potential*
- *They are supported to make informed choices, even if that means they might be taking personal risks*
- *They feel safe and are protected from neglect, abuse or avoidable harm.*

***At Rascals we promote children's rights, meet the Health and Social Care Standards and strive to ensure that we 'Get it Right for Every Child.' In Rascals we ensure that children are:***

### **SAFE:**

*Rascals ensure children are protected from abuse, neglect or harm through strictly adhering to health and safety, and child protection policies and procedures. All staff are qualified (or working towards qualifications), registered with the Scottish Social Services Council and are members of the PVG scheme (Protecting Vulnerable Groups).*

### **HEALTHY:**

*In Rascals we support children to have high standards of physical and mental health. We implement healthy eating policies and provide a wide variety of healthy breakfasts and snacks. We review and implement health and safety and infection control policies. We support physical play through daily opportunities for the children to go to the gym hall and outdoors. Staff are caring and approachable and strive to ensure the mental well-being of children at all times.*

### **ACHIEVING:**

*In Rascals we support and guide children to learn new skills and abilities. We help children to build confidence and self-esteem through various activities and games. Achievements and work are displayed around the room. Children are also encouraged to share achievements that happen out with Rascals with staff and the other children.*

### **NURTURED:**

*Rascals provide a nurturing and stimulating environment providing age and stage appropriate equipment and activities. Rascals display the children's work and achievements on the walls. The staff are very supportive, caring and treat all children as individuals taking their needs and preferences into account at all times.*

### **ACTIVE:**

*Rascals provide a wide range of play and physical activities. Opportunities for physical play include daily use of the gym hall, outdoor play and outdoor equipment. During playscheme the children are active within their community, visiting local shops, the library, the sports centre and various other outings.*

### **RESPECTED:**

*All children are respected in Rascals and values are promoted on respecting each other. Children are involved in all decisions that affect their well-being. The children are involved in planning meetings and offer suggestions via stars and wishes and a suggestion box. The children choose toys, activities, games and snacks. Rascals promote an ethos of respect between all children, staff and families.*

### **RESPONSIBLE:**

*Children in Rascals are encouraged to take an active role in Rascals and develop responsibility in a variety of areas across the service. Along with developing individual responsibility, the children also have opportunities to direct planning, plan activities, choose and plan displays and take part in a range of other opportunities. The children are supported by staff to develop individual responsibility dependant on their age and level of ability.*

### **INCLUDED:**

*Rascals promote inclusion within the setting and the community. Rascals strive to ensure attendance, play activities and opportunities are fully inclusive. Individual children's support plans (where required) and personal development plans, ensure that we meet the needs of all children who attend Rascals. Rascals have various policies in place to promote inclusion*

# Information, Policies & Procedures:

## **Child Protection Policy**

*Rascals will promote the safety of children to ensure that they feel safe and secure and that they are free from exploitation and abuse.*

*This will be achieved by:*

*Rascals promoting programmes on healthy lifestyles and relationships, hygiene, diet and personal safety in partnership with parents.*

*Staff having a clear understanding of their roles and responsibilities in protecting the children and young people from harm, abuse, bullying and neglect.*

*Staff receiving training in the recognition of harm, abuse, neglect, bullying and discrimination and following Rascals procedures in addressing these issues.*

*Rascal's child protection procedures meeting local authority guidance on child protection.*

*Staff being carefully vetted in line with the Health and Social Care Standards prior to appointment.*

*Rascals risk assessing and meeting appropriate adult:child ratios at all times.*

*Regular Risk assessments being carried out and reviewed regularly.*

*All child protection matters complying with the Rascals Confidentiality and record keeping policies.*

## **Equal Opportunities Policy**

*General Equality Statement*

### ***The Rights of the Child***

*Rascals is committed to the principals enshrined in the UN declaration of the Rights of the Child (1989) and recognises the need to promote such rights.*

***Rascals Out of School Care value dignity, respect, compassion, inclusion, responsive care and support and the wellbeing of service users and staff. We will actively promote these principals by:***

*Having policies and procedures and promotional material that reflect these Principals in practice.*

*Treating everyone with dignity and respect and valuing different ethnic backgrounds, language, culture and faiths, generations, sexual orientation, physical, mental or gender differences, and those with caring responsibilities for children and others.*

*Treating everyone equally and fairly and establishing an environment that is free from bullying, harassment and discrimination by examining and taking actions against any behaviour which contravenes this policy; including utilising the measures outlined in our bullying and harassment policy.*

*Consulting with staff and users and valuing the opinions expressed.*

*Train staff in recognising harm, abuse, neglect, bullying and discrimination and challenge such behaviour.*

*Equality monitoring of admissions, waiting list and recruitment and taking Action to ensure admissions and recruitment patterns reflect the diversity of our society.*

*Reviewing this policy regularly in order to ensure that it is up to date and Relevant.*

***Adhering to all relevant legislation and good practice guidelines including:***

- The Children (Scotland) Act 1995*
- The Regulation of Care (Scotland) Act 2001*
- UN Convention on the Rights of the Child (UK ratified 1991)*
- Protecting Children and Young People: The Charter (Scottish Executive 2004)*
- The Data protection Act (1998)*

- *The Disability Discrimination Act (1995)*
- *The Human Rights Act (1998)*
- *The Race Relations Act (Amended 2000)*
- *Sex Discrimination Act (1975)*
- *The Child at the Centre (2000)*
- *School's Out (2003)*

### **Healthy Eating Policy**

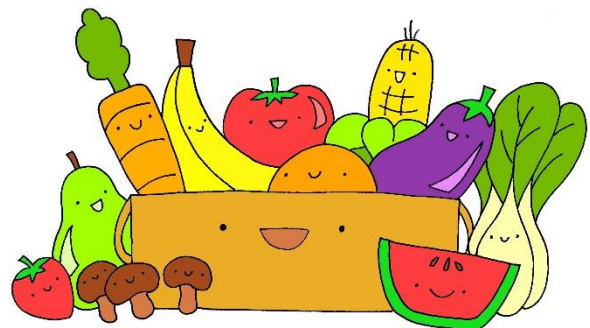
#### **Breakfast**

*'Always eat breakfast' is the message given for a healthy lifestyle; we at*

*Rascals can encourage this by offering healthy choices such as (toast, cereal,*

*yogurt and fruit) at the Breakfast Club and in the mornings during the holidays.*

*Diluted fruit juice, water and milk is also available at this time.*



#### **Snacks**

*Children need a regular intake of energy and other nutrients to keep going and stay healthy. As school lunch is at 12.30 pm, they need a snack when arriving at Rascals to fill the gap between meals and keep their energy levels up. This allows them to take an active part in our activities.*

*Different snacks provide different nutrients so variety is the healthy way.*

*Providing fruit and vegetables during snack time counts towards their '5 a day' target.*

*The children are consulted about the choice of snacks and staff note the popularity or otherwise of new foods introduced.*

### ***Drinks***

*Children should drink plenty of liquid every day especially in warm weather and when physically active. Water is essential for life. The body needs water to digest food, transport nutrients, remove waste and to control body temperature.*

*Water is a good way for children to replace body fluids and it's free! Children should not wait until they are thirsty to have a drink. This means that they are already dehydrated. Milk and milk based drinks are also important as they provide calcium and protein. Milk, water and fruit juice will be offered to children at breakfast/snack times. Children will be encouraged to drink water at all other times. Staff will ensure it is freely available to all.*

*At Rascals we endeavour to offer healthy nutritious snacks at all times. While promoting this with the children.*

***PS PLEASE remember the 'no nuts rule'! No nuts or nut products including peanut butter and chocolate spread.***

*For a full list of Rascals policies, or to request a copy of any of Rascals policies please speak to a member of staff.*

# How to Make a Complaint of

*We want to hear from you if you are unhappy about any aspect of Rascals.*

*We would also like to hear if you have any comments or suggestions about how to improve the service. You can do that via our suggestion box, Facebook group, regular questionnaires, email or telephone. You can also offer comments formally in the same way that you can make a complaint.*

## **Making your complaint or comment**

- 1. You can write down what you want to complain about.*
- 2. Give your complaint/comment to any member of Rascals or send it to the Manager at Rascals Out of School Care, Nether Robertland Primary School, Pokelly Place, Stewarton KA3 5PF*
- 3. Alternatively, you can make your complaint/comment by telephone 07949 334945 or email it directly the Manager ([rascals.manager@gmail.com](mailto:rascals.manager@gmail.com))*
- 4. We will respond to your complaint within 10 working days. The response may be in the form of a letter, a telephone call or to arrange a meeting with you.*
- 5. We will resolve all complaints within 20 working days.*

## **What if I am not satisfied with the response to my complaint?**

*Your complaint will be passed to the Chairperson of Rascals. Rascals is a Charity that operates with a Voluntary Parent Committee. The members of the Committee are the Charity Trustees.*

*The final means of resolving a complaint inside the organisation is to involve an external mediator, who acceptable to both sides. A mediator has no legal Powers but can help to clarify the situation.*

*In certain circumstances it will be necessary to involve the local authority and/or Care Inspectorate if:*

*A child appears to be at risk*

*There appears to be a possible breach of registration requirements*

*In these cases parent, carer and Rascals will be informed.*

*You can take your complaint to someone independent of Rascals at any stage.*

*If you wish to make a complaint about the service you can contact the Care Inspectorate and/or local authority.*

*Care Inspectorate Early Education & Childcare, 4 th Floor, Paisley, PA1 1EB*

*Tel: 0141 843 6840*

*John Dickie Street, Kilmarnock, KA1 1HW, Tel: 01563 55495*

*Dear Parents,*

*If you have any questions, please do not hesitate to contact us -*

*Tel: - 07949334945*

**Email –**

**Manager- [manager@rascalsosc.co.uk](mailto:manager@rascalsosc.co.uk)**

**Assistant Manager - [ameliejones@rascalsosc.co.uk](mailto:ameliejones@rascalsosc.co.uk)**

**Senior Lead – [meganmurray@rascalsosc.co.uk](mailto:meganmurray@rascalsosc.co.uk)**

**Core Practitioner – [clairemcnelis@rascalsosc.co.uk](mailto:clairemcnelis@rascalsosc.co.uk)**

**Facebook page - Rascals Osc Stewarton | Facebook**

# Childcare Fees – April 2026

All prices include food (breakfast and afternoon snack), crafting materials, and resource shops.

REGISTRATION FEE VARIES ON NO OF CHILDREN

AM SESSION	£6.60
PM SESSION	£10.09
PLAYSCHEME	£25
PLAYSCHEME EXTRA (NO NEC BUS CARD)	Price depends on cost of fayre
LATE FEE	£5 per 5 minutes
LATE PAYMENT FEE	£10
EXTENDED SESSION	£4

These prices are reviewed yearly.

## Terms of Agreement:

- 14 days' notice is required to decrease or increase sessions on a regular basis.
- 14 days' notice for cancelations.
- ADHOC sessions available on request and are subject to availability.
- Sessions and days swaps are subject to availability.
- In the unlikely event that we must close due to unforeseen circumstances, no charges apply. Payment

## Payment:

- Invoices are sent out monthly. Monthly fees must be paid within 14 days of receiving invoice or late charges will apply. The method of payment is online payment.

## Sickness:

- Full Fee- when our setting is open and children absent due to parent/child sickness.