
Report To:	Education & Communities Committee	Date:	18 March 2025
Report By:	Ruth Binks Corporate Director Education, Communities & Organisational Development	Report No:	EDUCOM/21/25/YG
Contact Officer:	Yvonne Gallacher Quality Improvement Manager	Contact No:	01475 712812
Subject:	Phase 1 - Review of Play for All Out of School Childcare / Holiday Childcare Service		

1.0 PURPOSE AND SUMMARY

- 1.1 For Decision For Information/Noting
- 1.2 The purpose of this paper is to provide feedback from the 'Play 4 All' Out of School Childcare (OOSCC) and Holiday Childcare service consultation which took place in January 2025.
- 1.3 This consultation was in response to several complaints, one of which was upheld regarding the priority criteria for allocating places to the 'Play 4 All' OOSCC and Holiday Childcare Service. This service is not the same as the Play 4 All Summer Club which offers a place for young people with Additional Support Needs over the summer holiday but the two are often confused.
- 1.4 From this complaint, a commitment was made that a review of the allocation criteria would take place, for the allocation of places for 'Play 4 All' OOSCC and Holiday Childcare Service. This review did not include the 'Play 4 All' Summer Club as this will be carried out as part of Phase 2 of a wider review of the 'Play 4 All' service.
- 1.5 A consultation was issued to all parents/carers whose children attended Craigmarnock, Stella Maris and All Saints Communication and Language Base. In total the consultation was issued to 360 parents/carers of which 24 responded.
- 1.6 If approved, the feedback from the consultation on the criteria for allocation of places for 'Play 4 All' OOSCC and Holiday Childcare service will be implemented for places allocated over the summer period of 2025 and beyond.
- 1.7 Following this process, a full review will take place of the 'Play 4 All' OOSCC/Holiday and Summer Club service which will consider the delivery and design of the service and how it can best meet the needs of children with Additional Support Needs (ASN).

2.0 RECOMMENDATIONS

2.1 The Education and Communities Committee is asked to:

- Agree the proposed changes to the allocations criteria for 'Play 4 All' OOSCC and Holiday Childcare service for all new applications for the August 2025 term. (Appendix 1 is the current policy and Appendix 2 identifies the proposed changes)
- Agree that changes will be implemented for the Summer Holiday Childcare Provision in 2025.

Ruth Binks
Corporate Director
Education, Communities & Organisational Development

3.0 BACKGROUND AND CONTEXT

- 3.1 Out of School Childcare (OOSCC) is the provision of childcare services in a caring environment offering a range of active, stimulating and restful activities for school aged children out with normal school working hours during term time, after school and during school holidays.
- 3.2 In Inverclyde Council there are two local authority establishments that provide OOSC. Binnie Street Children's Centre which provides a service for mainstream children and 'Play 4 All' which is based in Craigmarnloch School for children with additional support needs.
- 3.3 'Play 4 All' offer two main services, their Core Service, which is OOSCC and Holiday Childcare which operates over term time, 1 week at October and Easter and 4 weeks over the summer period and an additional service which is a Summer Club, that operates over 4 weeks of the summer holiday period.
- 3.4 The review of the service allocation criteria focused only on the 'Play 4 All' OOSCC and Holiday Childcare service.

Following this, a full review will take place of the 'Play 4 All' OOSCC/Holiday Childcare and Summer Club that will consider the delivery and design of the service and how it can best meet the needs of children with ASN.

- 3.5 'Play 4 All' OOSCC and Holiday Childcare is a specialist service for children who have additional support needs and are currently attending a specialist school place allocated by the Additional Support Needs Forum.

The core service provided by 'Play 4 All' is OOSCC and Holiday Childcare and is provided at the end of each school day, 1 week in April, 1 week in October and 4 weeks over the summer school holiday period. This service is available to support parents with childcare allowing them to access employment, education or training for employment.

The service provides childcare to children and young people who are of primary and secondary school age and operates between the hours of 2.50pm to 5.30pm during school term-time and between 9.30am and 2.45pm during school holidays. Transport is provided for children using the service.

- 3.6 The 'Play 4 All' service is registered with the Care Inspectorate to accommodate 15 young people for their OOSC/Holiday Childcare service. It requires a minimum adult:child ratio of 1:5 ratio, however, due to the needs of the children and young people using the service, an additional condition for registration has been added by Care Inspectorate. This condition requires a minimum adult: child ratio of 1:3 with a minimum of 2 adults required to be on duty at any time.
- 3.7 Whilst Care Inspectorate require a minimum adult: child ratio of 1:3, the service is required to carry out individual risk assessments aligned to the needs of service users. This may require the adult: child ratio to be increased and therefore would result in a reduction in places available. The Health and Care needs of service users are a priority to ensure that the service meets the requirements set out in 'A Quality Framework for Daycare of Children, Childminding and School-aged Childcare' 2022 and the 'Health and Social Care Standards' 2017.
- 3.8 The staffing allocation for 'Play 4 All' OOSCC and Holiday Childcare, in line with these guidelines, is 1 Co-ordinator, 1 Senior Play worker and 3 Play workers, all staff are included in the ratio.
- 3.9 All places for 'Play 4 All' OOSCC and Holiday Childcare are allocated in line with the current Inverclyde's OOSCC Policy (Appendix 1).

Parents are required to complete and submit an application form which will be processed in line with the OOSCC policy guidelines.

- 3.10 Currently where there is a high demand for places for 'Play 4 All' OOSCC service and there are more applications than places available, there is 1 Priority Criteria which applies. (This is for the Term Time service).

Priority 1 - Parents in Employment, Education or Training for Employment

- a) Lone parents in Education or Training for Employment
- b) 2 Parent Family with both parents in Employment, Education or Training for Employment
- c) 2 Parent Family, with 1 Parent in Employment, Education or Training for Employment

Should there be more applications than available places available, then applications are balloted under each Priority Criteria for example; 1(a), 1(b). Places are then allocated based on the sessions required to meet parent's childcare requirements for work, education or training for employment.

Any applicants who do not receive a place, are banded and balloted and placed on a waiting list, where they would be contacted should a place become available.

- 3.11 Currently where there is a high demand for places for 'Play 4 All' Holiday Childcare Service and there are more applications than places available, there are 2 Priority Criteria which apply. Over a Holiday period, priority will also be given to children who currently access the OOSCC service. (This is for the 4 weeks of the summer period, 1 Week at Easter and October Week).

Priority 1 – Parents in Employment, Education or Training for Employment and currently accessing OOSC services.

- a) Lone parents in Education or Training for Employment
- b) 2 Parent Family with both parents in Employment, Education or Training for Employment
- c) 2 Parents Family, with 1 Parent in Employment, Education or Training for Employment

Priority 2 – Parents in Employment, Education or Training for Employment

- a) Lone parents in Education or Training for Employment
- b) 2 Parent Family with both parents in Employment, Education or Training for Employment
- c) 2 Parents Family, with 1 Parent in Employment, Education or Training for Employment

Should there be more applications than available places available, then applications are balloted under each under Priority Criteria for example, 1(a),1(b). Places are then allocated based on the sessions required to meet parent's childcare requirements for work, education or training for employment.

Any applicants who do not receive a place, will be banded and balloted and placed on a waiting list, where they would be contacted should a place become available.

Currently for 'Play 4 All' – OOSC/ Holiday Childcare it is important to highlight, that regardless of the priority criteria applied there is no guarantee any place can be allocated or that we are able to allocate all sessions requested even if the young person already attends.

- 3.12 For 'Play 4 All' - Holiday Care in 2024, we received 24 applications from children who met the Priority Criteria. Of these, 15 children were allocated a place in line with the OOSC Policy and aligned to the requirements to support parents work, education or training needs.

Due to the number of applications, we were unable to allocate places to 9 applicants and therefore they were placed on a waiting list.

In previous years, where capacity allowed, children from out with the Priority Criteria were considered for a place e.g. children with ASN who did not attend a specialist place, however, as demand has increased we have been unable to offer this as an option.

- 3.13 The consultation focused on the eligible service users to the 'Play for All' OOSCC and Holiday Childcare service. These were children who met the current criteria which is, 'children who have additional support needs and are currently attending a specialist school place allocated by the Additional Support Needs Forum'.
- 3.14 In January 2025, a questionnaire was issued to all parents of children from Craigmarnoch School, Stella Maris and All Saints Communication and Language Base. This was issued to a total of 360 parents.
- 3.15 A total of 24 parents/carers responded to the questionnaire. 54% (13 parents) of respondents felt that the current allocation criteria were fair and equitable with 46% (11 parents/carers) responding that the current criteria was not. 11 of the parents who provided this response identified 3 key reasons for this.

These were:

- Concerns over the current banding allocation.
 - The need for respite over the summer period.
 - That priority should be given depending on children's needs.
- 3.16 The consultation identified confusion between the differing purpose between the 'Play 4 All' OOSCC/Holiday Care and the Play 4 All Summer Club. With many parents' responses discussing the 'Play 4 All' Summer Club service allocation and requesting that places were allocated based on children's need and to facilitate respite.
- 3.17 Whilst these areas were identified, they were not within the scope of the 'Play 4 All' OOSCC and Holiday Childcare review and will be considered as part of the planned wider 'Play 4 All' service review.
- 3.18 Feedback from the consultation identified, that very few parents felt that priority should be given to children who currently attend the service. This also identified that this criteria was unfair and prevented children on the waiting list from receiving a place. Due to this feedback, the recommendation would be that priority is not given to children who currently attend the service.
- 3.19 Feedback from the consultation identified that 67% of parents felt that places should be allocated by providing a set number of OOSCC sessions, instead of the current process which aligns them to parent working patterns. If agreed this change would be implemented for the Holiday Care Service (4 weeks Summer) allowing more children to have access to the service over this Summer period. This would align with feedback from 13% of parents who felt, places should be prioritised for children on the waiting list. Although this will result in less sessions for parents who meet the criteria of employment, education or training for employment, and will not align with the places they need to facilitate all of their work requirements, this would allow more parents who request the service in the summer to be accommodated.
- 3.20 Feedback identified that places should be allocated based on:
- Two-parent working family. (22% of parents)
 - Lone working families should have priority for places (22% of parents)
 - Length of time family has been on the waiting list (13% of parents)
 - The number of guardians in the household (11% of parents)
 - One priority to facilitate Employment, Education or Training for Employment (11% of parents)

Only 4 % of parents who responded felt that the current Priority's 1c and 2c which are 'A two parent family where only one person works', should remain a Priority. As this criteria does not meet the purpose of the service which is to facilitate childcare, the recommendation is that this criteria is removed. This would then align with feedback from the consultation, the purpose of the service and the findings of the upheld complaint.

4.0 PROPOSALS

4.1 In Summary recommended changes to the Play 4 All OOSCC policy are:

1. One Priority Band which is:

Parents in Employment, Education or Training for Employment

- (a) Lone parents in Education or Training for Employment
 - (b) Parent Family with both parents in Employment, Education or Training for Employment
2. To remove Priority Criteria 1(c) and 2(c) which is:

Two Parent Family, with one parent in employment, education or training for employment.
 3. To remove the section of the criteria, which prioritises children who already attend for the Play 4 All OOSCC and Holiday Care Service.
 4. Places are not aligned to parent working patterns for Holiday Care (4 Weeks Summer) and where feasible are distributed between applicants, aligned with the Care Inspectorate registration requirements and staff to child ratios.
 5. A full review of the OOSCC Policy will be undertaken on completion of the review of the Play 4 All service.

5.0 IMPLICATIONS

The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial	X	
Legal/Risk		X
Human Resources	X	
Strategic (Partnership Plan/Council Plan)		X
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing	X	
Environmental & Sustainability		X
Data Protection		X

5.1 Finance

One off Costs

There may be some additional costs for transport as the additional costs remain unknown.

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A	N/A	N/A	N/A	N/A	N/A

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (if Applicable)	Other Comments
N/A	N/A	N/A	N/A	N/A	N/A

5.2 Legal/Risk

N/A.

5.3 Human Resources

This saving will increase the administration regarding the allocation of places.

5.4 Strategic

This report means that resources are allocated to ensure the maximum number of children who meet the eligibility criteria are accommodated in the Play 4 All OOSCC and Holiday Childcare service while continuing to provide a high quality OOSCC provision for children with ASN which meets the strategic aims of both Inverclyde Alliance and the Council.

5.5 Equalities, Fairer Scotland Duty & Children/Young People

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

X	YES – Assessed as relevant and an EqIA will be required prior to the final decision being taken, a copy of which will be made available on the Council’s website: Equality Impact Assessments - Inverclyde Council
	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required.

(b) Fairer Scotland Duty

Has there been active consideration of how this report’s recommendations reduce inequalities of outcome?

X	YES – A written statement showing how this report’s recommendations reduce inequalities of outcome caused by socio-economic disadvantage will be completed prior to the final decision being taken.
	NO – Assessed as not relevant under the Fairer Scotland Duty.

(c) Children and Young People

Has a Children’s Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA will be required prior to the final decision being taken.
X	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children’s rights.

6.0 CONSULTATION

- 6.1 Consultation with parents/carers of children who attend Craigmarloch School, Stella Maris and All Saints Communication base was carried out as part of the review of the allocation procedures.

7.0 BACKGROUND PAPERS

- 7.1 **Appendix 1** – Inverclyde's OOSC Policy
- Appendix 2** – the proposed changes to the admission criteria



Inverclyde Council

Education Services

Out of School Care Services Policy

Created August 2014
Updated August 2017
Updated August 2019
Updated August 2023

1	Context
1.1	There is no statutory duty to provide Out of School Care Services (OOSC). Inverclyde Council have the power to provide OOSC, however, there is no legislative criteria or entitlement for out of school care places.
1.2	The 2014 Children and Young People (Scotland) Act placed a statutory duty on local authorities to consult with parents on their OOSC needs at least one every two years.
1.3	Inverclyde Council currently delivers, limited, quality, affordable, OOSC services in two local authority establishments.
1.4	All services are required to be registered with the Care Inspectorate to operate.
2	Introduction
2.1	Out of School Care
2.1.1	Out of School Care is the provision of childcare services in a caring environment offering a range of active, stimulating and restful activities for school aged children out with normal school working hours during term time – After School Care - and during school holidays – Holiday Care -.
2.1.2	Inverclyde Council's OOSC (After School Care and Holiday Care) can only be accessed by parents who are in Employment, Education or Training for Employment.
2.1.3	There is no entitlement to any place, therefore, there is no guarantee that places applied for will be allocated.
2.1.4	Inverclyde Council will only accept applications from parents who reside within the Inverclyde Council area.
2.1.5	Inverclyde Council will not accept applications from parents who reside in another Local Authority area, regardless, of any child that has been successful in a placing request for school within Inverclyde Council.
2.1.6	This is a chargeable service and is charged in line with Inverclyde Council's charging policy and is subject to increase of charges annually.
3	Availability
3.1	Within Inverclyde there are 2 local authority establishments that provide OOSC. Binnie Street Children's Centre and Play 4 All. Play 4 All is a specialist service and only children who have additional support needs and are currently attending a specialist school place allocated by the additional support needs forum can access this service.
3.2	Play 4 All also deliver a Summer Club service. This service is not aligned to the criteria other than only children who have additional support needs and are currently attending a specialist school place allocated by the additional support needs forum can access this service.
4	Binnie Street Children's Centre Out of School Care – After School and Holiday Care
4.1	Binnie Street Children's Centre is located in the Gourock area and provides mainstream places after school and Holiday Care places.
4.2	The times when OOSC is available at Binnie Street Children's Centre are:- <ul style="list-style-type: none"> AFTER SCHOOL CARE - from the end of the school day until the end of the day over term time.

	<ul style="list-style-type: none"> HOLIDAY CARE - All day or part day during school holidays. The service does not operate over local authority in-service days or Christmas and New Year school holiday periods. 								
5	ALLOCATION OF PLACES								
5.1	Binnie Street Children's Centre - After School Service – Term Time								
5.2	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:								
5.3	<table border="1"> <tr> <td>Priority 1</td> <td>Parents in Employment, Education or Training for Employment</td> </tr> <tr> <td>1a</td> <td>Single parent in Education or Training for Employment</td> </tr> <tr> <td>1b</td> <td>2 parent family both parents in Employment, Education or Training for Employment</td> </tr> <tr> <td>1c</td> <td>2 parent family, 1 parent in Employment, Education or Training for Employment</td> </tr> </table>	Priority 1	Parents in Employment, Education or Training for Employment	1a	Single parent in Education or Training for Employment	1b	2 parent family both parents in Employment, Education or Training for Employment	1c	2 parent family, 1 parent in Employment, Education or Training for Employment
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1c	2 parent family, 1 parent in Employment, Education or Training for Employment								
5.4	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.								
5.5	Once the allocation criteria has been applied, and there are still more applications than places available, a ballot will conduct to allocate the places available. On the occasion of a ballot, a member of the Senior Management Team and a representative from Education Services, Early Years Team will conduct the ballot to allocated the places available.								
5.6	Parents will be asked to supply their working pattern to ensure any place allocated support parents in Employment, Education or Training for Employment over the service delivery period.								
5.7	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee.								
6	Binnie Street Children's Centre - Holiday Care Service								
6.1	Children can attend the out of school care service over – both Term Time & Holiday Periods, Term Time only or Holiday Periods only. Over a Holiday period, priority will be given to children who currently access the out of school care service – term time.								
6.2	When there is a high demand and there are more applications than places available, the following allocation criteria should be applied:								
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	Management Team and a representative from Education Services, Early Years Team will conduct the ballot to allocated the places available.
6.7	Parents will be asked to supply their working pattern to ensure any place allocated support parents in Employment, Education or Training for Employment over the service delivery period.
6.8	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee.
7	Play 4 All Services Out of School Care – After School Care / Holiday Care
7.1	Play 4 All is a specialist service that is located in Port Glasgow and is delivered on the premises of Craigmarnock School.
7.2	Only Children who have additional support needs and are currently attending a specialist school place allocated by the additional support needs forum can access this service.
7.3	To ensure any place allocated meets the individual needs of children attending and a quality service is provided, each application will be accessed, against a needs analysis matrix to determine the places that will be allocated. The needs analysis matrix will consider: Age / stage / Developmental needs Snack / lunch times Registered places Personal care needs Indoor and Outdoor experiences Risk assessments
7.4	The times when OOSC is available:- <ul style="list-style-type: none"> • AFTER SCHOOL CARE - from the end of the school day until the end of the day over term time. • HOLIDAY CARE - All day or part day during school holidays. The service does not operate over local authority in-service days or Christmas and New Year school holiday periods.
7.5	The Holiday Care Service is available: <ul style="list-style-type: none"> • 1 week October • 1 week Easter – (2nd week of the holiday) • 4 weeks over Summer school holiday periods.
8	ALLOCATION OF PLACES
8.1	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:
8.2	Priority 1 Parents in Employment, Education or Training for Employment
1a	Single parent in Education or Training for Employment
1b	2 parent family both parents in Employment, Education or Training for Employment
1c	2 parent family, 1 parent in Employment, Education or Training for Employment
8.3	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.
8.4	Parents will be asked to supply their working pattern to ensure any place allocated support parents in Employment, Education or Training for Employment over the service delivery period.

8.5	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee.	
9	HOLIDAY CARE	
9.1	Children can attend the out of school care service over – both Term Time & Holiday Periods, Term Time only or Holiday Periods only.	
9.2	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:	
9.3	Priority 1	Parents in Employment, Education or Training for Employment and currently accessing out of school care services
	1a	Single parent in Employment, Education or Training for Employment
	1b	2 parent family both parents in Employment, Education or Training for Employment
	1c	2 parent family with 1 parent in Employment, Education or Training for Employment
9.4	Priority 2	Parents in Employment, Education or Training for Employment
	2a	Single parent in Employment, Education or Training for Employment
	2b	2 parent family both parents in Employment, Education or Training for Employment
	2c	2 parent family with 1 parent in Employment, Education or Training for Employment
9.5	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.	
9.6	Parents will be asked to supply their working pattern to ensure any place allocated support parents in Employment, Education or Training for Employment over the service delivery period.	
9.7	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee.	
10	Play 4 All - Summer Club	
10.1	There is no application criteria to access this service other than the child resides within Inverclyde Council, have additional support needs and currently attend a specialist School place, allocated by the additional needs forum.	
10.2	<p>To ensure that places are allocated that meet the individual needs of children attending and a quality service is provided, each application will be accessed, against a needs analysis matrix to determine the places that will be allocated.</p> <p>The needs analysis matrix will consider: Age / stage / Developmental needs Snack / lunch times Registered places Personal care needs Indoor and Outdoor experiences Risk assessments</p>	
10.3	We cannot guarantee that any application will be allocated a place, we will always try and be fair. We this may allocate the same number of days over the service period depending on the number of applications received.	
10.4	The Summer Club service is available	

	4 weeks over Summer school holiday periods.
11	Application Process for After School Care and Holiday Care
11.1	Parents who enquire about Out of School Care should be given the Out of School Care Information Leaflet and an Application Form.
11.2	The parent should be informed that the process may take up to 2 working weeks to complete and that applications are subject to financial checks before a child can start Wrapround. The service does not start until the process is complete.
11.3	A member of staff from the SMT of the establishment <u>must</u> check that all details, times and days are correct and agree in principle that the pattern of Out of School Care required can be allocated within their Out of School Care numbers.
11.4	Establishments should send the application form to Wrapround / Out of School Care mail box clearly marked Out of School Care.
11.5	At this point all financial checks against the application will be conducted. If declined, the application will not be considered.
11.6	Outstanding Debt - The establishment will be notified the application has been declined. The reason for decline will not be discussed with Senior Management of the establishment, due to GDPR restrictions.
11.7	Education Services will inform the parent the application has been declined, giving the reason why. Normally a service will not be provided unless the balance is paid in full. It may be possible to agree a payment plan. However, the parent should be made aware that, if they fail to keep to the agreed payment plan, the service WILL be terminated immediately.
11.8	No outstanding debt – Education Services will notify the Establishment that the application has been approved and a start date can be arranged.
11.9	Once the child has started, the establishment should inform Education Services of the start date as soon as the child starts to use the service.
11.10	Once a start date has been established, an annual statement and payments required will be produced and sent to parents along with a Standing Order Mandate to set up payment for the service.
12	Charges
12.1	The minimum chargeable period will be half an hour per day.
12.2	Variations to parent/carer hours of employment (e.g. shift patterns) cannot be replicated. The daily hours required cannot vary from week to week unless a full time place is purchased.
12.3	Out of School Care charges will continue to be applied when a child does not attend Wrapround due to holidays, sickness or any other reason. Only in exceptional circumstances and agreed Education Services can this be changed. Please contact Early Years Development Officer if this applies.
12.4	Holiday care the charges (service accessed out with term time only) will be applied at the end of each period and an invoice will be sent direct to parent(s) for payment. Standing order mandates are not required for holiday care.
12.5	There will be occasions when OOSC services cannot be offered or have to be withdrawn i.e. adverse weather, outings etc. To compensate for this 2 days will be deducted from your annual invoice before payments are calculated.

13	Changes to agreed service
13.1	Alterations to the agreed contracted OOSC hours can only be accepted within the school year in October, January and April. Any alterations out with these periods will not be considered. Parents will be sent an amended monthly instalment for payments once re-calculated. A new Standing Order Mandate must be completed and returned. The amended change / charge will only commence once the standing order mandate is returned to Education Services.
14	Ending service
14.1	2 weeks notice must be given to stop OOSC service by the parent. The parent will continue to be liable for payment for the service until the end of the notice period.
15	Application Process for Summer Club
15.1	Parents who enquire about the Summer Club service should be given the Summer Club Application Form.
15.2	Parents must submit the form by the agreed date. Forms received after the agreed date will not be considered
15.3	The parent should be informed that the process may take up to 2 working weeks to complete and that applications are subject to financial checks before a child can start attending the service. The service does not start until the process is complete. (This may be subject to change if subsidised by Inverclyde Council)
15.4	Establishments should send the a list of applications to the Wrapround / Out of School Care mail box clearly marked Summer Club. (This may be subject to change if subsidised by Inverclyde Council)
15.5	At this point all financial checks against the application will be conducted. If declined, the application will not be considered. (This maybe subject to change if subsidised by Inverclyde Council)
15.6	Outstanding Debt - The establishment will be notified the application has been declined. The reason for decline will not be discussed with Senior Management of the establishment, due to GDPR restrictions. (This may be subject to change if subsidised by Inverclyde Council)
15.7	Education Services will inform the parent the application has been declined, giving the reason why. Normally a service will not be provided unless the balance is paid in full. It may be possible to agree a payment plan. However, the parent should be made aware that, if they fail to keep to the agreed payment plan, the service WILL be terminated immediately. (This may be subject to change if subsidised by Inverclyde Council)
15.8	No outstanding debt – Education Services will notify the Establishment that the application has been approved and a start date can be arranged. (This may be subject to change if subsidised by Inverclyde Council)
15.9	Once the child has started, the establishment should inform Education Services of the start date as soon as the child starts to use the service. (This may be subject to change if subsidised by Inverclyde Council)
15.10	Parents will be contacted and informed of the withdrawal of the service due to non payment and the establishment will receive notification of the termination date by Education Services. (This may be subject to change if subsidised by Inverclyde Council)
16	Charges

16.1	Charges are subject to annual review and any increase in charges will be applied at the commencement of the new school term in August. Service charges will be available on Inverclyde Council website
16.2	Out of School Care charges will continue to be applied when a child does not attend due to holidays, sickness or any other reason. Only in exceptional circumstances and agreed by Education Services can this be changed.
17	Dissatisfied with decision making process
17.1	There is no formal process for parents wishing to appeal the decision making process in the allocation of places at for Out of School Care Services. This is not a entitled service. Should applicants remain dissatisfied with the way in which their application has been processed, the authority's formal complaints process should be followed. Further details on the Council's complaints procedure is available from the Council's website.

Appendix 2 – Changes to Current Policy for Allocation of Places to Play 4 All OOSCC and Holiday Childcare

8	ALLOCATION OF PLACES FOR PLAY 4 ALL OOSCC/HOLIDAY CHILDCARE AND SUMMER CLUB	
8.1	OUT OF SCHOOL CHILDCARE (Term Time)	
8.2	Children can attend the Out of School Childcare Service over – both Term Time & Holiday Periods, Term Time only or Holiday Periods only.	
8.3	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:	
8.4	Priority 1	Parents in Employment, Education or Training for Employment
	1a	Lone parents in Employment, Education or Training for Employment
	1b	2 Parent Family with both parents in Employment, Education or Training for Employment
8.5	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.	
8.6	Parents will be asked to supply information to evidence that they are in Employment, Education or Training for Employment During Term Time.	
8.7	Places will be allocated to ensure the maximum number of children can be accommodated aligned with Care Inspectorate registration requirements.	
8.8	Where possible places will be allocated aligned to parents working patterns.	
8.9	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee of a place becoming available.	
9	HOLIDAY CHILDCARE (October and Easter Week)	
9.1	Children can attend the Out of School Childcare Service over – both Term Time & Holiday Periods, Term Time only or Holiday Periods only.	
9.2	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:	
9.3	Priority 1	Parents in Employment, Education or Training for Employment
	1a	Lone parents in Employment, Education or Training for Employment
	1b	2 Parent Family with both parents in Employment, Education or Training for Employment
9.4	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.	
9.5	Parents will be asked to supply information to evidence that they are in Employment, Education or Training for Employment over October and Easter Week.	
9.6	Places will be allocated to ensure the maximum number of children can be accommodated aligned with Care Inspectorate registration requirements.	

9.6	Where possible places will be allocated aligned to parents working patterns.
9.7	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee of a place becoming available.
10	HOLIDAY CHILDCARE - (4 Weeks Summer)
10.1	Children can attend the Out of School Childcare Service over – both Term Time & Holiday Periods, Term Time only or Holiday Periods only.
10.2	When there is a high demand for places and there are more applications than places available, the following allocation criteria should be applied:
10.3	Priority 1 Parents in Employment, Education or Training for Employment
	1a Lone parents in Employment, Education or Training for Employment
	1b 2 Parent Family with both parents in Employment, Education or Training for Employment
10.4	Regardless of the priority criteria applied, there is no guarantee any place can be allocated.
10.5	Parents will be asked to supply information to evidence that they are in Employment, Education or Training for Employment over the 4 Weeks of the Summer.
10.6	Places will be allocated to ensure the maximum number of children can be accommodated aligned with Care Inspectorate registration requirements.
10.6	For Holiday Childcare (4 Weeks of the Summer), places will be allocated with the aim of maximising the number of children attending the service and therefore places may not align with parent working patterns.
10.7	At the time of the ballot to allocate places, a waiting list should also be compiled in the form of a ballot to determine the order if a place was to become available, however, parents should be informed that there is no guarantee of a place becoming available.