

Inverbrothock out of school care club

Charity Number: SC030097

Performance policy

At Inverbrothock Out of School Care Club we operate a performance policy to ensure that all staff will be given the opportunity to perform at the highest level that they can and that they are supported by the management in performing to their highest level. This policy outlines how we expect the staff to perform and what measures we have in place to help staff develop. This policy also outlines taking time off and taking sick days.

Sick days

If you are going to be off sick you must inform your manager no later than 8am on the day of sickness.

You must also contact your manager by 5pm to inform them if you will be off the next day or returning to work.

If you become ill during the day, then you should inform your manager straight away of your absence.

Time off

Whilst there is no legal requirement to time off work for a medical appointment we will try where possible to honour these. Hospital appointments are usually given in advance of the appointment taking place.

If you have a hospital appointment, please talk to your manager to give them as much time as possible to arrange the time off.

You will also be required to fill out a time off request form, your manager will give you this form.

Emergency appointments

We also understand that emergencies do happen, and you may need to make an emergency appointment either at the doctor or dentist.

You will not be permitted to go to these appointments at the start of your shift, this means that you must be on time for your shift starting. Due to ratios within the club and ensuring the children are safe on arrival at the club you will not be able to make any emergency appointments that require you to leave the setting before 4pm.

When making an emergency appointment you must contact the manager no later than 8.45 am. Your manager will not be able to guarantee the time off as the ratio may be too high for you to leave the setting.

Emergency appointments will only be granted where they can.

All appointments will be taken as unpaid leave.

Staff performance

- The manager will organise a staff meeting once a week to ensure staff understand how we expect them to perform when working within the club. Weekly meetings will be held to support staff in planning and evaluating.
- Six weekly supervisions will be carried out with staff to identify their achievements and help to highlight development needs
- If staff are not performing to the highest level, then the manager will work with them to help them develop their work performance. A three-month plan will be created with the staff member and the manager so that achievements can be made by the staff member.
- If a three-month plan is made between a staff member and the manager, then it must be completed. This plan will be monitored weekly to ensure that progress is made. The management committee will also be involved in the process.
- When the three months have ended the plan will be reviewed with the staff member and if the aims on the plan have not been achieved then the manager will talk through the plan with the staff member to find out why the plans aims could not be met. The manager will then pass this information onto the management committee who will then consider the circumstances to why the plans aim was not met and take necessary action to resolve with the staff member their performance within the club
- If the staff member needs help with any aspect of their performance, then they should seek help from their manager straight away.
- Staff should be aware that if their performance is poor within the club and they are not meeting the Health and Social Care Standards and SSSC Codes of practice then disciplinary action will be taken.

The above policy is approved and hereby adopted by the IOOSCC Committee

Updated July 2025.