



SERVICE STANDARDS

In order to deliver on our vision of *high quality, accessible and affordable out of school childcare across West Lothian*, we have developed the following Service Standards, to measure our performance against:

- 1. Our services are child-centered: we will create a personal development plan for every child within 28 days of joining, with a range of play opportunities, managed risk and a focus on healthy choices**
- 2. We will monitor the quality of our provision and make improvements where appropriate, using current regulatory Standards, as well as internal measures. Our Inspection Grades will always be on display**
- 3. Our staff will be encouraged to maintain their professional development**
- 4. Staff will work in partnership with families to create and maintain positive relationships**
- 5. All of our staff will be readily identifiable, well presented, polite and welcoming**

Everyone at Simply Play is committed to providing the best service possible. We appreciate your feedback on what we do well and your suggestions for improvement. You can pass on your comments to us anytime via our club staff, or head office, by phone or e-mail.

We look forward to continuing to work with you.

Yours

A handwritten signature in black ink, appearing to read 'R. Branton'.

Raymond Branton
CEO

