

Community Link Childcare



Parents' Handbook

About Community Link Childcare

Since 2000 Community Link Childcare has been providing out of school care in Aberdeen. We are a non-profit registered charity.

The organisation forms part of Aberdeen City Council Early Years Childcare Team, working in partnership with other professionals to deliver quality provision throughout the city of Aberdeen.

Childcare practitioners are carefully selected for their knowledge and understanding of child centred practices, allowing for the individual child's choice and discovery in an environment which encourages social development and recognises individuality.

Pre-employment checks are carried out on childcare staff through Disclosure Scotland PVG Scheme (Protection of Vulnerable Groups). We have a strong Inclusion Policy. Staff are familiar with the Common Core of Skills, Knowledge & Understanding and Values. 'The Common Core is a description of the skills, knowledge and understanding and values that are for every employee and volunteer working with any child, young person or family.'

www.scotland.gov.uk/publications

All of our services are registered with the Care Inspectorate, the registration certificate can be found displayed in your club. Each club has pertinent hours of business subject to educational/ learning centre agreement of let, for more information contact your Club Coordinator.

There is a copy of your club's last inspection report on display in the club or you can download a copy here <http://www.careinspectorate.com>

Aims

To provide affordable out of school care services for school aged children for parents/carers living, working and training in Aberdeen City. We aim to develop a broader range of interests for all children attending our clubs. Children are free to explore new activities and interests with their peers in a relaxed, homely, caring and safe environment.

Objectives

- Provide a happy, safe, and warm environment where all children and their families feel welcome.
- Create a child-centred setting where the children, young people, parents or carers are encouraged to participate in decision making with regard to the management and delivery of activities planned for the club.
- Work in partnership with parents and carers to plan, monitor and evaluate services
- Value children's individuality allowing free time to be *their* time, allowing fun and freely chosen play.
- Encourage children to plan play and access play opportunities.
- Support the children in developing responsibility for themselves and their actions.
- Provide inclusive play opportunities
- Evaluate and reflect on work practices

We will work in partnership with parents and carers by:

- Welcoming views and concerns about the service we provide.
- Responding to views and concerns.
- Keeping parents informed of our policies and procedures.
- Sharing and discussing their child's achievements, whilst also sharing and discussing any difficulties that may arise.
- Encouraging parents/carers to participate in the planning and delivery of our service. All parents and carers are welcome to apply to become members of the Board.

Community Link Childcare is committed to providing:

- Care and play opportunities that take into account the safety and wellbeing of the children
- Resources for the children to plan and implement their own play opportunities.
- Play opportunities that promote the child's development, self-esteem and confidence.
- A staff team that is experienced and well trained, approachable and supportive towards children's needs and the needs of the family.
- An environment where every child and their family are not discriminated against, regardless of any background

Management of Community Link Childcare

Management within Community Link Childcare is a shared responsibility between paid staff headed by two business managers and a volunteer board of directors. It is the responsibility of the board to make decisions on policy, fees and other pertinent business matters. It is the responsibility of the business managers to plan and implement strategic policy and procedure in line with current employment and childcare legislation.

What We Offer

Our Clubs follows the Playwork Principles, Our staff endeavours to recognise and uphold the playwork principles, the professional and ethical framework for playwork and work with the children and young people in their care to promote rights to play and meet their individual needs. We also follow our organisations play policy, so children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, craft, board games, construction, computer games, physical play, baking, and reading.

Training for staff and support to utilise these acquired skills for the benefit of the children and young people in our settings. Childcare staff are required attend Core Training as part of the organisations induction process. Community Link Childcare recognises that a well-trained and motivated workforce is at the heart of delivering quality services to meet the expectations of service users. Therefore staff also undertakes a variety of additional training courses as part of continuing professional development

Qualification requirements are set out by the Scottish Social Services Council.

Staff register with the Scottish Social Services Council (SSSC- Regulatory body for Social Care Workers) and are expected to gain the qualification required for their job role.

- Play Worker- SVQ Playwork level 2 / Social Care Children and Young People level 3
- Coordinator- SVQ Playwork level 3 / Social Care Children and Young People level 3
- Area Coordinator Childcare - BA Childhood Practice/ Level 9 PDA.

Staffing

Your club is staffed by an Area team Leader, Manager, Coordinator and playworkers. The number of children registered as stated on the registration certificate will define the number of playworkers on duty. In larger clubs there are also deputy coordinators. We maintain a

Staff/child ratio of 1:8 with a breakfast club 1:10 without a breakfast club

Policies

The Out of School Club holds extensive Policy and Procedure documentation, which your coordinator will be happy to share with you on request. Each month your club will display a policy in the parent information area to show you which area of practice we are focusing on.

Terms and Conditions

- 1. Your child's health and wellbeing is paramount therefore it is essential that parent/carers are contactable during session times and be prepared to collect your child at short notice when required – As failure to do so may put your child's health at risk and lead to termination of your childcare placement.**

- 2. Admission**

Our Club aims to be accessible to children and families from all sections of our school community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a date received basis, with the exception of siblings who will have priority for the same days as a sibling already attending. You and your child/ren are welcome to visit the club before your child/ren starts attending the club. We require all parents/carers to attend a registration meeting to complete a set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

The paperwork includes S.H.A.N.A.R.R.I indicators,

- Safe
- Healthy
- Achieving
- Nurtured
- Respected
- Responsible
- Included

These eight indicators are a guide for measuring meaningful outcomes for the wellbeing of your child. We use the information that you give us to enable us to work inclusively with each family. These indicators were set out by Scottish Government to improve outcomes for children, young people and their families. These approaches are being mirrored throughout statutory organisations for example your child's school. For more information go to: <http://www.gov.scot/Topics/People/Young-People/gettingitright/background/wellbeing>

Your child's registration details are reviewed and updated twice a year (Aug/Jan). It is very important that you inform us of any changes if and when they occur; please do not wait until the review dates.

3. Arrivals and Departures - Security Procedures

Your club will have a pertinent arrival procedure for your child; this will be explained during the registration meeting. A register is taken when children arrive in our care. When collecting your child you **MUST** sign them out on the daily register.

The register is a legal requirement and is also our means of accounting for your child/ren in the event of emergency evacuation procedures.

If someone else is collecting your child, you **MUST** telephone the club and let them know in advance (even if they are an authorised collector).

There is a space on your Registration Document to state any Additional Authorised Collectors (people who you permit to pick up your child for you). Authorised collectors will be asked for ID.

Staff may be authorised to sign the register for you if for example you pick up your child from the gym or another area out with the club room (in exceptional circumstances only) if stated by you.

If in an emergency, you need to send someone not normally authorised to collect your child they will be required to produce ID and a description over the phone will be required from you.

PLEASE NOTE THAT WE WILL NOT RELEASE YOUR CHILD INTO SOMEONES CARE WITHOUT YOUR AUTHORISATION COMMUNICATION BY TEXT IS NOT PERMITTED.

4. Late Collections

If you are running late you **MUST** let the club know and whenever possible arrange for someone else to pick up your child (following the correct security procedures).

If no contact is made staff follow the Missing Parent Procedure, which may result in contacting the **Joint Protection Team**.

Breach of this contractual arrangement will be logged and result in a £32 charge for every 15 minutes of lateness. Persistent lateness will result in termination of your childcare placement. If you need to speak to a staff member at pick up time, please ensure you arrive in plenty of time to do so. All staff are part of the ratio and may not always be able to speak with you.

5. Absence

In the event of your child being unable to attend club, you **MUST** telephone the club **DIRECTLY**, parents should **NOT** leave a message with the school. The club phone is switched on at 1pm; you can leave a voice mail or text message before this time. Breach of this contractual arrangement will be logged and result in a charge of £32 for each instance of staff having to spend time locating your child.

6. Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected. Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send he or she to the club for 48 hours after the illness has ceased. The club follows the Scottish Health Protection Network guidelines. Failure to collect your child will lead to your childcare placement being reviewed.

7. Missing Child Procedure

It is vitally important that you contact the club when your child is absent. Staff are required to follow the Missing Child Procedure if a child does not arrive for the session. This will result in the **POLICE** being contacted if the child cannot be located quickly. Breach of this contractual arrangement will be logged and will result in a £32 charge for each instance of staff having to spend time locating your child.

8. Notifying the Club of Change

You **MUST** notify the club immediately of any changes to the details on your Registration Documents, which may affect the well-being of your child. Please be prompt with changes such as Address, Contact Numbers and Authorised Collectors. Failure to do so could jeopardise your child's safety. You are required to review your registration documentation and parent contract every 6 months (August and January)

9. Safeguarding

Staff are required to attend Child Protection Training as part of the Core Training Programme. Staff are trained to recognise signs of abuse and act on these concerns. In the event of a member of staff being alerted to signs of abuse they will follow the Organisation's Child Protection Policy and Procedure.

A chronology file will be held in every child's records in line with GIRFEC operational guidelines. Please speak to your coordinator should you require additional information or a copy of the policy.

10. Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our care including children with additional support needs.

We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices

We will not tolerate any form of racial harassment.

We make every effort to accommodate and welcome children with additional support needs. We will work in partnership with parents or carers and other professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with additional support needs however staff are not trained to use lifting equipment or specialised equipment. **We are not a service that specialises in providing additional support childcare.**

11. Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club.

These are displayed at the Club for everyone to see.

We have clear **Behaviour Management, Zero Tolerance and Exclusion Policies**, copies of these policies can be found in the parent information folder on display in your club

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. We promote a zero tolerance approach and encourage appropriate behaviour through: praise for good behaviour; emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities. Whilst attending the club the children are the responsibility of the staff team on duty. All incidents will be dealt with promptly and recorded. You will be notified of the incident when you pick your child up. The Club has procedures for dealing with unacceptable behaviour which involves the staff using skills that they have developed through training and experiential learning. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of additional support needs. We will try to be flexible in order to accommodate such cases. Should your child/ren be excluded due to negative behaviour your childcare fees still apply. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

12. First Aid

Your club has a designated First Aid Officer, details of which are displayed on the parent's notice board. In addition all Community Link Childcare staff are required to be trained in basic First Aid minimum as part of their essential Core Training Programme.

If your child has a minor accident whilst at club, this will be recorded in an accident form and you will be informed at collection time. If an injury requires treatment at

hospital we will inform you straight away. It may not be possible for staff to accompany children to hospital due to staff: child ratio requirements therefore you will be asked to fill in a multi-agency consent form and a permission slip on admission to cover any eventuality.

13. Snack Provision

We provide a small snack during the session. The children participate in menu planning and we adhere to the Early Years Nutritional Guidelines. Children are encouraged to try different foods from around world. If your child cannot have the menu choice on any day due to allergy or culture then a substitute will be offered to fit their needs. (we encourage fruit to be eaten daily).

14. Dietary Needs

If your child has a dietary need based on sound medical evaluation, alternative/ additional snacks can be brought into the provision by the parent/carer. Please speak to your coordinator to discuss your child's dietary needs.

15. Medication

We will not administer medicine until paperwork has be completed or reviewed.

If your child requires medication the appropriate paperwork must be completed before medicine can be administered. Medicine will only be administered if prescribed by your GP practice, in original packaging and clearly labelled. Should your child no longer requires medication it is important staff are notified of the reason why and the date medication ceased/reduced. Further information can be found at <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

16. Messy Play, Risky Play and Gym Games

You are required to provide an art apron or old T-shirt for your child to wear whilst participating in messy play and gym shoes are required for gym/indoor play. Children are encouraged to take measured age appropriate risk in play to extend learning and development.

Please see your club for pertinent procedure- Some clubs store these items for you and some may require them to be kept in the child's schoolbag.

Failure to provide appropriate items for your child may result in their exclusion from activities.

PLEASE BE AWARE THAT COMMUNITY LINK CHILDCARE WILL NOT TAKE RESPONSIBILITY FOR CLOTHING SOILED OR DAMAGED THROUGH PLAY ACTIVITIES

17. Personal Belongings

Children are not encouraged to bring their own toys/games and equipment to the out of school club unless on special occasions. All personal belongings such as clothing, gym shoes, school bags, lunchboxes and any other personal belonging should be clearly marked with your child's name.

PLEASE BE AWARE THAT COMMUNITY LINK CHILDCARE WILL NOT TAKE RESPONSIBILITY FOR THE LOSS OR DAMAGE TO PERSONAL BELONGINGS

18. Fee's

Childcare fees are payable in advance. You will be expected to pay your fees by the 1st of the month. Invoices are sent out by the accounts department on or around the 5th of the preceding month. Community Link Childcare requires payment for childcare fees to be paid by the 1st of the month in advance. Invoices are issued monthly on or around the 5th of the preceding month.

Parents/Carers pay monthly in advance by sending a cheque directly to Head Office or by setting up childcare vouchers or a standing order. (Regular Payment by standing order is preferable)

The children provisions do not accept payment onto the premises.

If you can only pay by cash, please contact the Accounts Department at Head Office in order to make an arrangement to pay at the Head Office premises.

Accounts Department: Tel: 01224 764832

Please note that when you register with your club you will need to pay a deposit of the **first week's fee of £75** and **administration fee of £44** at the time of registration. **Please note that the administration fee is an annual fee and included in the July invoice**

The Accounts Department for Customers is staffed Monday to Friday between the hours of 9.30am and 3pm – Telephone 01224 764832

The Accounts Department run a credit control audit each month and parents who fall behind with payments are issued with a standard letter which also states a date of termination of the childcare placement. Should this happen, please contact the Accounts Department immediately in order to make payment arrangements, failure to do so will result in an immediate termination of your placement.

19. Notice of Leaving/ Termination of Contract

If your circumstances change and you no longer require a childcare place, you are required to give the club 2 WEEKS NOTICE IN WRITING. The club have leaving slips, which can be used for this purpose on the premises.

The 2 weeks' notice period is payable, whether or not your child attends in that period.

YOUR ACCOUNT WILL NOT BE CLOSED UNTIL THE NOTICE PERIOD ENDS RESULTING IN ADDITIONAL CHARGES BEING INVOICED TO THE ACCOUNT. FAILURE TO SETTLE YOUR ACCOUNT IN FULL WILL RESULT IN THE DEBT BEING PASSED TO THE ORGANISATIONS DEBT RECOVERY AGENTS.

PLEASE NOTE SHOULD YOUR ACCOUT BE PASSED TO THE DEBT COLLECTION AGENCY THEN YOU WILL NO LONGER BE ELIGIBLE TO ACCESS COMMUNITY LINK CHILDCARE SERVICES IN THE FUTURE

Community Link Childcare reserves the right to terminate a childcare placement due to

- **Continual breach of terms and conditions**
- **Continual breach of rules and boundaries**
- **Arrears of one month or more**
- **Where Community Link Childcare feels they can no longer provide a service which gives appropriate support to the child and their family**

20. Placements

The International School of Aberdeen Out of School Club offers Monday to Friday placements only (5 days placement)

21. Closure Days

Community Link Childcare cannot be held responsible for the closure of premises in unforeseen circumstances (i.e. weather, heating failure, election days etc.) Parents will be expected to pay up to five closures in one year. (April-April). A fee reduction will apply thereafter.

22. Fundraising

Our Out of School Clubs run regular fundraising events in order to boost funds and add to the quality of the service.
We ask that all parent/carers support these efforts.

23. Suggestions and Complaints

Enclosed in your registration documents is a copy of the Suggestion and Complaints Procedure and a blank pro forma for bringing forward any suggestions, concerns or complaints.

24. Board of Directors

All parents/ carers are welcome to apply to join our Board of Directors. The Board is made up with parents/carers and other professionals with the right skill set/acumen to enhance the service we provide.

Community Link Childcare Price List April 2017-18

After School Session Fee	£75.00 per child per week
Late Pick up Fine	£ 32.00 every period up to 15 minutes
Unreported Absence	£ 32.00 per incident

Additional Charges

Annual Administration Fee (Term Time Registration)	£ 44.00
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NB.

The Term Time Annual Administration Fee is invoiced annually in August and then pro rata throughout the year

Credit Control

Late payment of childcare fees	£ 50.00
Returned Cheque	£ 20.00- per incident
Debt Recovery Referral	£ 50.00

All prices are correct at time of printing and are reviewed annually.
The Board of Directors reserve the right to make changes to the fee structure at any time.

Customer Account Enquiries – Contact 01224 764832

Community Link Childcare Contact Details

Community Link Childcare Area Team/Head Office Contact Details

Dawn Martin (Business Manager Finance) dawn@communitylinkchildcare.org.uk	01224 764822
Jenna Robertson (Business Manager HR) jenna@commiunitylinkchildcare.org.uk	01224 764655
Accounts Contact Details	
account@communitylinkchildcare.org.uk	01224 764832

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