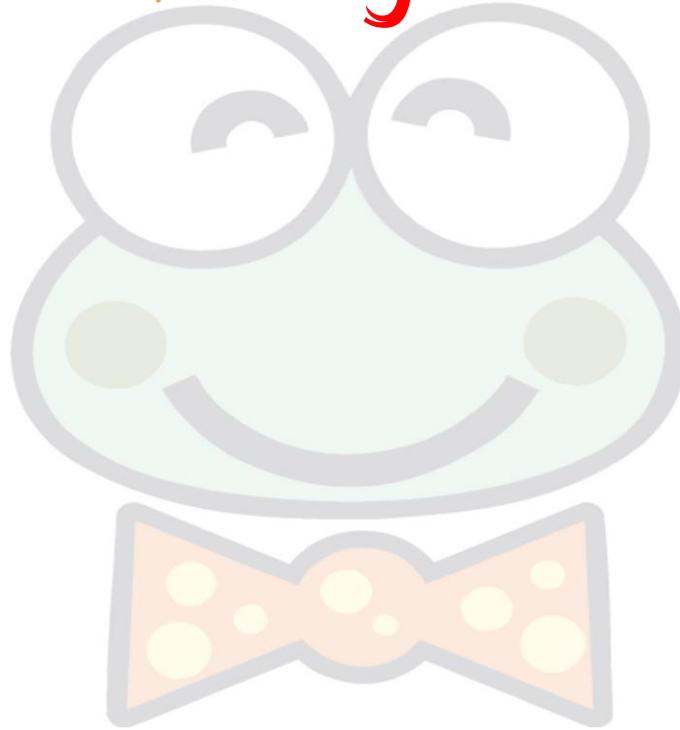


CK's Out of School &

Holiday Club



## Parent's Handbook

Erskine:

Rashielea Primary School  
Erskine

Tel: 07453 305822

Langbank:

Langbank Community Hall  
Langbank

07449 927127

Inchinnan (Breakfast Club)

Inchinnan Primary School

0141 812 6803

*Purposely designed with families in mind*

*Registered Office:*

*2a Meadows Drive,*

*Erskine, PA8 7ED*

*Tel: 0141-812-6803,*

*Email: carlikindergarten@btinter*

## What do you do when you finish school?

Go straight home cause that's the rule  
Mums so strict you've to tidy your room  
And dad says to you, do your homework soon

We don't do that, we have fun  
We can hop, skip and run  
Our wee club is the best in Erskine  
No strict parents or homework testing

CK's is the place to be  
After school just you and me  
It's so much fun and a no parent zone  
Till they spoil our fun and take us home!

*Written by Michael Murray  
Age 11*

## **Introduction**

Welcome to CK Out of School Care. We are situated in the grounds of Rashielea Primary school, Erskine, Langbank Village Hall, Langbank and Inchinnan Primary School.

We seek to provide all our service users with the best possible after care. In CK's we acknowledge the individuality of children and we aim to provide a service that will meet the children's needs and requirements, allowing them to play and socialise within a safe and supportive environment. Our services and provisions will revolve around enhancing and enriching children's learning and development by providing a balanced programme of child-centred activities, free-play and pre-planned activities. We intend to facilitate children's play and care by providing a relaxed atmosphere where all children will feel accepted and will be encouraged to gain learning experiences through appropriate activities and resources within the setting.

We aim to provide a "home from home" environment for our children that will assist them in settling into the OSC and develop meaningful relationships with peers, adults and carers.

We endeavour to understand and empathise with children by respecting the values that have been instilled to them at home and by following the wishes and instructions of the parents during the child's stay with us.

The physical, emotional and psychological wellbeing of children in our care is paramount and we will always endeavour to act within a framework that supports and enhances their welfare.

CK's Out of school Care and Holiday Club is great for children and young people. Research shows that children spending time with others at clubs playing sports, competitions, playing games or doing their homework, can improve behaviour and achievement levels. Being part of CK's can also help motivation, self esteem as well as increasing opportunities for them to do the things they enjoy.

As a mum/dad/carer there can be a lot of demand for your time, so CK's can allow more time in your day and elevate the pressure.

CK's OSC is regulated by the Care Inspectorate the our most recent inspection reports can be seen on the Care Inspectorate website, please use the following link to the website:

<http://www.careinspectorate.com/index.php/member-of-the-public>

## **Provision**

CK out of School Care operates breakfast club from 8am until 9am (Erskine) , 7.45am – 9am (Langbank) and 8am until 9am (Inchinnan, Breakfast Club Only) and after school club 3pm until 6pm each day during term time.

Holiday club is available 8am until 6pm, our holiday Club operates from our base in Rashielea Primary, Erskine, however all parents are welcome to use the service. Holiday Club operates during school holidays and In-Service days.

## **Admission and Enrolment**

On initial application to CK's out of school care, parents/carers are required to complete a number of forms. These documents will include:

Application Form    To capture personal details, days required, payment information

Enrolment Form    To capture personal details, health information and emergency contacts.

Consent Forms    To gain consent from parents for various activities/outings and Photographs/videos

Emergency

Treatment Form    To enable a child to receive emergency medical treatment, as considered by staff and management present, if all reasonable attempts to contact the parents/carers have failed.

Before your child starts a placement with CK's you will be offered time for you and your child to visit the service – this will allow your child to become familiar with the OSC environment and staff and provide opportunities to ask any questions.

## **OSC Staffing**

Susan Palmer

OSC Manager

Our services are staffed with highly skilled and qualified practitioners who are supported by Modern Apprentice practitioners who are working toward their childcare qualification.

All staff are have a PVG Licence and are registered with the Scottish Social Services Council (SSSC), adhering to a strict code of practice.

## **Fees Policy**

All fees are due monthly in advance. Standing order, cash and cheques are accepted as a method of payment. Payments for the service must be paid at all times including whilst being on holiday and off sick to keep your child place at CK's. If your child is not attending the service please contact CK's to inform them of your child's absence as this can slow down the collection of the children from school. Fees are calculated on a term-time basis, cover for in service, or school holiday days are extra and will be billed as used/required. We regret that we cannot refund fees for holiday cover once it is booked or for short notice absences.

Session	Time	Price
AM	8am – 9am	£5.00
PM	3pm – 6pm	£13.50
AM/PM Combined		£16.00
Full Week – AM/PM		£69.00
Holiday Club	8am – 6pm	£23.50
Full Week Holiday Club	8am - 6pm	£99.00

## **Subsidised Places**

Where a family has more than one child, a reduction of 10% of fees will be made for each additional child.

## **Dropping off/Collection of your child**

We understand that as children get older they want to develop more independence, however we ask that parents/carers ensure that an adult brings children into the OSC for breakfast club – this ensures that your child/ren can be signed in and any information can be passed on to staff.

Your child will not be allowed to leave with anyone who is not documented on our contact list and of whom we have not been informed will be collecting your child. Should you wish someone else to pick your child up from CK's, it is necessary for you to inform us in advance of the change, any persons picking up children who are not known to the OSC staff will require a password.

CK's closes at 6pm, however if you are running late for any reason please contact the OSC or Nursery to inform us of this, and if anyone else is picking up your child/ren.

## **Missing Children**

Both OSC services have designated pick up points to pick up children from school at 3pm (you will be informed where these are), if a child, who is on the register to attend on that day, is not at the designated pick up point the following procedures will apply (as per our Pick Up Policy):

- Check with the School to ascertain if the child was in attendance at school that day
- Check with the main office at Carli's Kindergarten to ascertain if they have been informed of any absence
- Check the school grounds to see if the child is still in the school grounds
- Escort the other children back to the OSC building
- Telephone the parent to ascertain if the child is absent from school – if the parent cannot be contacted, try the emergency contacts.
- If the child is not found and is not absent from school and if the parent cannot be contacted. Staff should contact the person in charge and the missing child is reported to the police.

### **Medical Needs/Illness**

The OSC follows NHS Guidelines "Exclusion Criteria for Daycare and Childminding Settings and parents are requested not to send their child to CK's if he or she is suffering from any of the following symptoms:

- Vomiting – your child should not return until 48 hours after the last bout of vomiting.
- Diarrhoea - your child should not return until 48 hours after the last bout of diarrhoea.
- Fever
- Rash (indicating measles, chickenpox, etc.)

Parents will be informed immediately if your child/ren become unwell during any OSC setting.

Parents will be notified of any accidents or incidents happening within the OSC, if a child is involved in an accident, staff trained in First Aid will administer first aid if necessary and an accident sheet will be completed. For any accidents/incidents which are of a more serious matter, parents will be informed immediately via a telephone call.

If your child/ren need medication whilst attending CK's, please inform staff and you will need to complete a medical consent form. The first dosage of any medication should always be given by a parent to ensure there is no adverse reaction to the medication. If your child requires ongoing medication (inhalers etc.), then a separate medication form should be completed.

### **Tooth Brushing**

The OSC supports the NHS Childsmile Programme and through consultation with the children, who voiced that they wanted to brush their teeth in the OSC, we have toothbrushes and toothpaste available within children need to brush their teeth. This idea originated from all schools in Erskine not taking part in the NHS Childsmile programme.

## **The Right to Play!**

CK's OSC provides a safe, dedicated and well equipped space for children to play, relax and socialise in. The OSC recognises a child's right to play, as enshrined in the United Nations Convention on the Rights of the Child (UNCRC) and places great importance on our services being a place where children have access to many different play opportunities, including arts and crafts, baking and outdoor play. Within the services children will have opportunities to play, relax, have fun and make friendships.

Homework can be completed at the OSC, if children choose to. Staff are there to help with any homework, however it remains the parent's responsibility to check and sign off homework.

Holiday Club operates during school holidays and In Service days, children plan in advance outings they would like to go on during holiday club and our days are filled with fun, travelling on buses, trains, boats and subways and playing in parks, play areas and beaches.

OSC is not an educational establishment and the focus is on play, however there is a process in place to support children's development if any additional support is required. The OSC follow guidelines from Renfrewshire Council's Getting It Right for Every Child (GIRFEC) policies and good relationships have been formed with local primary schools. Parents will be kept informed at all times if there is a plan put in place for their child.



## Snacks

The OSC follows nutritional guidance and uses the “setting the table” guidance to support healthy eating. Please advise staff of any allergies or intolerances when your child/ren start a placement in order that this can be taken into consideration.

For children attending breakfast club, toast and cereal are provided with either milk, water or fruit juice for drinks.

Children are involved in choosing snacks for after school and along with the snacks the children choose fresh fruit is always available. Snack menus are changed weekly and parents can view snacks on the menu available.

During Holiday Club, parents are asked to provide packed lunches.



## Parental Involvement

CK's is only one half of a partnership in the care of the child. Therefore, it is of vital importance that we keep our parents informed about the club and their child's place within it. The OSC operates an open door policy and you can discuss with staff any queries, questions or issues on an informal basis.

We have a closed facebook page for CK's OSC and you will be invited to join the facebook page when you start your placement. The facebook page allows us to pass on information and is a communication tool for both parents and staff.

Where possible we will also have a Parent Notice Board which will display important information and further to this we will endeavour to produce an termly OSC Newsletter to ensure that parents/carers are aware of all our current work, progress and issues.

The children design a quarterly newsletter filled with information about the afterschool care from their view point. In addition, special events will be held during the year to encourage involvement of parents and carers.

There will also be parent questionnaires given out at suitable occasions, throughout the academic year. This will allow us to take on board any suggestions for developing any of the procedures which affect them.

Together We Succeed

**Complaints**

We hope that both you and your child/ren are happy and satisfied with the service, however should you have an issue of a more serious nature, or wish to make a complaint about the OSC please speak to any member of the OSC staff or the OSC Manager.

If you feel that a complaint has not been satisfactorily resolved, then please put this in writing to Gayle Miller, Owner of CK's OSC. You will receive an answer to your complaint no later than 28 days.

You can also contact the Care Inspectorate at any time. All complaints made to the Care Inspectorate will be acknowledged within 3 working days, and they will aim to provide a response within 40 days. The contact details are as follows:

Care Inspectorate, Scotland  
Central West Region  
4<sup>th</sup> Floor  
1 Smithhill Street  
Paisley PA1 1E

## **CK Policies**

CK's policies are available for you to read, Policy Folders are available in both services beside the parent's information boards.

Policies are reviewed annually, children, staff and parents are consulted on relevant policies and any changes suggested are incorporated into the policy update.

If there any changes in legislation or regulations, policies are reviewed and changes made as appropriate before the annual review.

### **Child Protection Policy**

We aim to establish a positive ethos which supports and values children and contributes to their welfare and general protection

CK's OSC adheres to Renfrewshire Council's Guidelines in relation to child protection, all staff are trained in Child Protection and have a good understanding of procedures to follow for Child Protection to ensure that each child attending our service is cared for and protected.

### **Positive Behaviour Policy**

CK's OSC believes that everyone has the right to feel valued, respected. CK's OSC supports positive behaviour and aims to encourage children to show respect, understanding, kindness and politeness, will support children in developing self-esteem, confidence, acceptance and tolerance and will encourage children to take responsibility for their actions.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff in CK's will work with children to try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### **Internet Policy**

CK's out of school care recognises that, in addition to the equipment belonging to the club, a growing number of children and young people have access to smartphones and other personal devices which allow them internet access. If parents/carers have provided a child or young person with such equipment, CK's is happy for them to make use of it for personal activities, provided they do not breach a code of conduct which is previously agreed upon. If staff feel that a child is in breach of this arrangement, CK's reserve the right to confiscate the device until the end of their session, when it will be returned to the parent/carer collecting the child.

### **Confidentiality**

We aim to ensure that any information that parents and carers share with CK's will be held in the strictest confidence and will be kept in line with Data Protection Guidelines. It is our priority to respect the privacy of children and their parents and carers, and information will only be shared with relevant others in the best interest of the welfare of your child. This is achieved by the following procedure:

- Parents have ready access to the files and records of their own children, but will not have access to information about other children.
- Staff will not discuss personal information given by parents with other members of staff except where it affects the child's needs.
  - Any concerns/evidence relating to a child's personal safety/development are kept in a secure confidential file and shared only with relevant people, following our Child Protection Policy and/or Getting It Right for Every Child (GIRFEC).
- Students and volunteers are advised on our confidentiality policy and are required to respect it.



### **Useful contact details**

CK Out of School Care

CK Out of School Care

Rashielea Primary School  
Erskine  
PA8 6EX

Langbank Village Hall  
Middlepenny Road  
PA14 6XB

Mobile No: 07785 705000

Mobile No: 07444 421 039

CKs Out of School Care

Inchinnan Primary School  
113 Old Greenock Road  
PA4 9PH

Out with operating hours: 0141 812 6803

Carli's Kindergarten  
2A Meadows Drive  
Erskine  
PA8 7ED

Tel No; 0141 812 6803

### **Tax office to help with tax credits**

Tax Credit Office  
PR1 0SB

**Tel No:** 0845 300 3900

As an extra saving there are vouchers toward the cost of your childcare bill. They are free from tax and insurance and are normally paid to you by your employer in a voucher form then you would hand them to your childcare provider, this in turn reduces your monthly bill. Please ask your employer for details.