



Welcome to Glen Urquhart Childcare Centre

Scottish Charitable Incorporated Organisation SC024692

Glen Urquhart Childcare Centre
Pitkerrald Road
Drumnadrochit
IV63 6XA

Telephone 01456 450 679 or 01456 459 225

www.glenurquhartchildcarecentre.com

e mail- manager@glenurquhartchildcarecentre.co.uk

assistantmanager@glenurquhartchildcarecentre.co.uk

administrator@glenurquhartchildcarecentre.co.uk

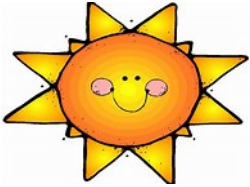
Handbook 2019-2020

Our Centre is a community run charitable organisation formed in 1996 providing a stimulating, caring, learning environment for children in the Glen Urquhart area and beyond.

The Glen Urquhart Childcare Centre offers quality wrap around care and learning for children aged 3 until their 14th birthday. This includes Breakfast Club, government funded flexible Early Learning and Childcare for 3-5-year olds, Out of School Club and Holiday Club.



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Welcome to Glen Urquhart Childcare Centre!

There are lots of new friends to meet and experiences to share. We hope that your child will be happy during their nursery time with us. We believe that communication is such an important part of nursery life and hope this booklet will help you feel informed and ready for the journey ahead. We view parents as partners and stress that you are always welcome to join us, and we are always willing to allocate time to discuss your child's learning and progress.

We very much look forward to meeting you and your child and sharing the journey with you.

Opportunities to join in Centre Life!

Family members are always welcome to join any of our sessions. We are always looking for parents to join our sessions, help in the kitchen, help emptying our rag bag, supporting outings, helping at fundraising, becoming a member or Trustee. There are lots of ways to join in and we welcome everyone no matter how much or little time you have to spare.

There are many fundraising events happening throughout the school year. As the Centre is a charitable organisation, we rely heavily on fundraising for new equipment and other general running costs. If you would like to get involved in the fundraising, please contact the Manager or a Trustee. We are always looking for willing volunteers. Even if you feel unable to join the fundraising team, your support at events is very much appreciated.

Vision and Aims

Glen Urquhart Childcare Centre is delighted to welcome you and your child to our Centre. We strive to provide a safe, caring and stimulating environment in which children can feel happy and secure and ready to learn.

The Glen Urquhart Childcare Centre aims:

- To provide a welcoming setting where all parents, children, staff, carers and visitors feel valued, included and involved.
- To create an atmosphere that encourages and supports children to be safe, healthy, achieving, nurtured, active, respected, responsible and involved.
- To continue to work in partnership with parents, carers, partner agencies and other people within our community.
- To use whenever possible, the skills and knowledge of those in our wider community, working together and learning from one another.
- To respect the equal rights of all children and their families. To promote tolerance by providing a broad range of experiences and resources.
- To implement The Curriculum for Excellence, meeting the needs of individual children's learning through play. Our Curriculum will be inclusive, be a stimulus for personal achievement and through the breadth and depth of experiences offered around our world, encourage children to be informed, responsible citizens.
- To meet the national care standards for children aged 3 to 16 and use How Good Is Our Early Learning and Childcare and Building the Ambition as guidelines for implementing new procedures, policies and to further improve the standard and quality of care through self-evaluation
- To encourage children to choose, plan and evaluate their own activities and take control of their own learning, at a pace tailored to meet individual stages of development.
- To support all staff with a planned and coherent programme of Continual Professional Development that meets the registration requirements of the SSSC.
- Educate children about their natural environment and promote outdoor learning.



Staffing

Manager
Assistant Manager
Early Years Supervisor

Mrs Audrey MacLennan
Mrs Chloe Cromarty
Miss Amanda Baird



Administrator

Mrs Donna Brady

Early Years Practitioners

Mrs Karen Fraser
Miss Melissa Macdonald Haig
Miss Caron McCluskey
Miss Zoe Lumsden
Mrs Sian Tembo

Gaelic Early Years Practitioners:

Miss Vicky Mackinnon
Mrs Marika Paszek

Group Support Worker:

Miss Becki Macdonald Haig

The Centre is also supported by Helen Mudie (Highland Council) our Early Years Education Support Officer



Our Nursery

Early Learning and Childcare funding

The 1140 government funded hours per year can be used flexibly from 8am-6pm, Monday - Friday term time and throughout our holiday clubs (please refer to our calendar for dates)

Management will discuss this during enrolment in February, to advise and support your choice.

Placements will then be confirmed but can be changed if required prior to your child starting should your needs change during this time. Once your child starts attending their allocated hours, any changes must be put in writing to the Centre Manager. Any hours over and above the number of government funded hours confirmed when your child starts, will be charged at the current childcare rate.

Entry date for Early Learning and Childcare

Your child will receive a funded place for Nursery in the term after his/her third birthday. If your child is three before the end of February, he/she may start after the Easter break. Any children with birthdays after 1st March may start, in August. Please note that children who start after Easter will move into their second year of their preschool education in August.

Children born in January or February, have the option to attend a further “advantage year” This can be discussed with staff throughout your child’s time with us. The above regulations comply with current government legislation.

Although funded entitlement is not available until the term after a child’s 3rd birthday, children can register for childcare immediately after their 3rd birthday.

An hourly rate will be charged unless your child is eligible for the government funded Early Learning and Childcare.

Childcare fees are as follows: -

£4.50 per hour, charged per half hour after the first hour.

Gaelic Medium Education

We offer a Gaelic language learning experience, as part of our Early Learning and Childcare. Parents therefore have the option of enrolling for English or Gaelic medium Early Learning and Childcare, or can opt to do both, if spaces allow.

There is an option for your child to continue with Gaelic Medium Education through into Primary school at Glen Urquhart Primary should this be something you wish to do.

Glen Urquhart Childcare Centre

August 2019 - July 2020 Calendar

August '19						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September '19						
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22	23	24	25	26	27	28
29	30					

October '19						
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27	28	29	30	31		

November '19						
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December '19						
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29	30	31				

January '20						
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February '20						
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March '20						
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29	30	31				

April '20						
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May '20						
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31						

June '20						
Su	M	Tu	W	Th	F	S
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28	29	30				

July '20						
Su	M	Tu	W	Th	F	S
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19	20	21	22	23	24	25
26	27	28	29	30	31	

 Closed to children and staff

 Holiday Club

 Term Time



Parking

Please note that the area at the front of the Centre is for 'drop off' and 'pick up' only. The car parking spaces at the side of the Centre are reserved for staff and disabled access.

Collection of children

All children must be signed in **and** out of each session. Please inform Centre staff if someone other than yourself will be collecting your child on a particular day. Please also inform the manager if there is someone who is **not allowed** to collect your child.

Some essentials your child will need for nursery

Suitable shoes

We adopt a free flow policy between indoors and outdoors, so we ask that children come in suitable footwear for both environments i.e., trainers. We also have access to the gym hall, and theatre in the High School, and both require soft sole shoes such as trainers.

Wellington Boots

These are necessary for outside play all year and forest school days. We recommend that a labelled pair be left in the nursery, if possible. We do have wellies at nursery that your child can borrow if needed.

Spare Clothes

Please provide a labelled bag containing a complete change of labelled, spare clothes in case of any accidents. This can be kept on your child's peg.

Jacket/Coat

We aim to go outside most days. It can be chilly outside whatever the season.

Nursery sweatshirts/t-shirts

Nursery sweatshirts are available to purchase from the Centre office. It is not compulsory to wear but we prefer children to have them as they are easy identified, saves good clothes and promotes a sense of belonging. Sweatshirts cost £12 and t-shirts cost £8. Please call into the office if you would like to purchase some.

Please try to label all of your child's clothes and other belongings. This make it so much easier for staff to identify lost property at the end of the day.





Snack

The children will be given the opportunity to have snack every day. We aim to develop a range of social skills associated with eating and to develop a positive healthy attitude towards food.

Examples of the range of snacks we offer include:

Milk/ Water

Fruit Smoothies

Toast

Pitta/Naan breads

Pasta, noodles & rice

Crackers and cheese

Various biscuits, cakes, rolls or scones baked during the session

Breadsticks and dip

We always include fruit and vegetables such as:

Apples

Bananas

Grapes

Pears

Carrots

Kiwi fruit

Oranges

Strawberries

Melon

Cucumber

Mixed vegetable soup

The children are encouraged to take turns to prepare much of the snack themselves under adult supervision. They are also responsible for pouring out milk/water collecting the plates and cups and tidying away afterwards.

Our weekly snack list is displayed in the foyer - have a look to see which snacks are on offer and as always, any suggestions are gratefully received! 😊

Illness and Attendance

To get the most out of Early Learning and Childcare allocation, your child should attend for as many as possible in the week.

In the event of your child becoming ill or having an accident while attending, we will contact you by phone. If it is impossible to get in touch with you, we will contact the emergency numbers you have given to us. For this reason, it is vitally important that the information you gave us when you enrolled your child is kept up to date. Please notify us of any changes.

If your child is unwell before the start of their session starts, we advise that they stay at home. You are the person they will want to be with if they feel under the weather.

If your child has diarrhea and / or vomiting Highland Council Guidelines state that they should not return to Nursery until they have been symptom free for **48 hours**.

Please let us know if your child is not able to attend their session. We operate a 24hour answering machine service.

Telephone 01456 450679

In accordance with Highland Council Policy on Attendance at School the following three-day rule for schools has been developed:

THREE DAY RULE FOR UNEXPLAINED ABSENCE OF PUPILS

DAY 1: First day of unexplained absence of pupil

The Centre will endeavor to make contact by telephone or e-mail to parents, carers or emergency contacts informing them that the child is absent and requesting a reason for the absence. If no contact can be made with the parents/carers or emergency contacts on the first day of absence, this will be noted by the Centre. If the family is known to other agencies, because of possible concerns about their child's wellbeing, then contact will be made with these agencies.

DAY 2: Second day of unexplained absence of pupil

The Centre will make vigorous attempts to contact a carer or family member by telephone, text or e-mail. If no contact can be made on the second day of absence, this will be noted by the Centre.

DAY 3: Third day of unexplained absence of pupil

If no contact is established, the Centre will arrange a home visit to check the situation. If the child is not found and no satisfactory explanation is given for the absence, the police will be notified of the child's non-attendance. The police will treat this as a missing persons alert.

For these arrangements to work effectively it is essential for us to have your help with the following:

Medication

In all cases where a child requires medication to be given in school, we must have **PRESCRIBED** medication, dispensed by a dispensing doctor or pharmacy. Medicines should have the Patient Information Leaflet (PIL) enclosed and should have the child's name and date of birth clearly displayed on the box/container.



We are not able to give a child their first dose of a new medicine. Parents should have already given at least one dose to ensure that the child does not have an adverse reaction to the medication.

If your child requires medication to be given during their time with us, we must have a completed medication form which states the amount and frequency of the dosage and signed parental authorisation.

Health and Safety

All children must be accompanied into the Centre and collected from the Centre by a responsible adult over the age of 16 years old. To ensure your child's safety, staff must be informed if anyone other than the parent or usual carer is collecting a child.

We ask that you sign your child in at the start of the session and sign them out at the end.

The door is alarmed for security. A member of staff will let you in once you ring the bell. **Please do not open the door unless you know the person trying to gain access.**



Head Lice

Children are usually most affected by head lice due to close head to head contact. The best detection method is wet combing. Once a week after shampooing, apply conditioner, and use a normal comb to untangle the hair. Then switch to a fine-toothed plastic detection comb (your pharmacist can recommend a suitable one.) Thoroughly comb through the whole of the head, checking the comb after every stroke to see if you

have found any lice. If you find any head lice, you should check all family members at the same time, and then arrange treatment. Advice can be sought from the pharmacist or the Health Visitor. We have free nit combs and information leaflets in the foyer - please help yourselves.

Toilet Training

We have an equal opportunities policy and all children are welcomed regardless of whether they are toilet trained or not.

If your child has special toilet needs please discuss these with staff. Only Centre staff are involved in changing a child.

We ensure that your child's privacy and dignity are respected but if you do not wish to give us your consent to this personal care, please inform us.

Curriculum for Excellence

What will the children learn?

The Early Years Curriculum is all about the development of the individual child and is based firmly on play and active learning. Curriculum for excellence encourages all children to become successful learners, confident individuals, effective contributors and responsible citizens. The principles which underpin a Curriculum for Excellence are: **challenge and enjoyment, breath, progression, depth, personalisation and choice, coherence and relevance.**

Young children learn through play and practical experience. 'Hands on' activities allow children to explore; investigate; experiment; act out experiences and listen and learn from others. Staff interact sensitively to extend the quality of play and act as role models, when appropriate. Through mind mapping in floor books and personalised Learning Journey's, the children are encouraged to take responsibility for their own learning so we can play activities that provide the highest educational experiences. We value and aim to build upon each child's previous learning experiences and recognise the need to develop strong parental partnerships to support development.

Staff currently plan activities and experiences that promote and extend the children's learning in all eight of the Curriculum for Excellence areas:

Health and Wellbeing

Children are encouraged to make healthy choices, be independent, develop confidence and respect the needs and feelings of others. There are opportunities to form relationships and make friends. Children learn to share toys and play cooperatively. Positive praise is used to encourage children to respond to simple rules and behave appropriately. They learn to make choices, take care of themselves and ask for help when needed. Through Circle Time discussions they share ideas, views and feelings and develop independence, confidence and their own self-esteem. Children have opportunities to play indoors and outdoors and to develop their coordination and body control. Energetic play encourages good health and fitness. Buildings with construction materials, working with tools and playing with puzzles promotes good hand to eye co-ordination

Literacy and English

Through a variety of activities children learn to listen, talk and express their own ideas. Staff encourage children to enjoy listening and responding to stories, rhymes and songs. Understanding the meaning of print and spoken words helps develop skills for learning to read. Often children naturally want to draw and want to learn to write and learn through making their own marks and letters which leads to an understanding of the purpose of writing

Numeracy and Mathematics

Through their play children learn to solve problems and develop early maths skills. Daily routines such as singing number-based songs, making snack, measuring, encouraging use of mathematical language, looking for numbers in our local environment and sequencing activities are some of the ways we encourage the development of mathematical skills.

Expressive Arts, Religious and Moral Education, Sciences, Social Studies and Technologies

Through their natural curiosity, observing, asking questions and investigating, children make sense of the world around them. The nursery experience provides opportunities for children to have a wider experience of the world, by developing projects on areas of interest. Children are encouraged to be creative - to draw, paint, make pictures and models using their choice of materials. Staff help children to have fun and enjoy exploring new techniques as they learn to express their thoughts and feelings through art. Through drama and music children develop their imagination and learn to express themselves. Staff encourage children to value their own efforts by displaying their work.

Further information about Curriculum for Excellence can be found at:
www.educationscotland.gov.uk/thecurriculum

What is Early Years Education All About?

We work with each child at their individual level building on the skills which they have learned and continue to learn at home. At the Centre, we hope to promote your child's ability to:

- Develop strategies for learning
- Seek out and respond to learning opportunities
- Choose, plan and evaluate their own activities and take control of their own learning
- Collaborate and reflect with others
- Think and share ideas while learning to value the thoughts and beliefs of others
- Acquire knowledge, skills and understanding to use appropriately as they learn to cope with different situations
- Communicate with peers and adults
- Express themselves through the medium of art, craft, music, drama and movement
- Develop self-esteem and be more tolerant of others
- And most importantly.....***have fun and enjoy themselves!!!!***

Play

Play is central to the Learning day. Children are encouraged to make their own choices and independently find; use and return the resources they require from the range available to them within the learning environment. Activities vary from day to day so that there is always something fresh and new to interest the children. All play activities offered to the children have an underlying educational purpose. Play is the process and means by which things are taught and children learn.

So why play?

- Through play the mind and body are stimulated and active
- It is pleasurable and enjoyable which in turn will help to motivate the children.
- It helps build self-confidence
- It allows the child to tackle new experiences in a familiar situation.
- It can provide an escape, relieve boredom, allow for relaxation and the opportunity for solitude.
- It helps the child to develop social skills and develop perceptions about other people.
- Skills can be practiced and repeated as many times as is necessary for confidence and mastery.
- Opportunities for sensory experiences which are the foundation of intellectual development are provided.
- It provides reasons children can understand for acquiring skills and knowledge adults value.
- Play creates context for language development.





Our weekly Forest School aims to enhance the children’s learning in an outdoor environment. We will provide opportunities for the children to engage with nature, learn new skills and discover the world through outdoor play. The learning will be child led with the teachers acting as facilitators.

Forest School has a holistic approach to child development having an overall positive impact on the children.

What the children will be doing at Forest School

Whilst at Forest School the children will enjoy a range of structured activities as well as closely supervised unstructured play. Each session will have a plan; however, the plans will be kept open and fluid so they can very much be guided by events, and by what the children want to do as each Forest School session will be unique. Examples of the types of structured activities the children will do are:

- Shelter building
- Natural art
- Story telling
- Safe tool use
- Tree recognition
- Animal tracks
- Natural games
- Fire lighting
- Kelly Kettle activities and basic cooking
- Crafts
- Path finding and exploration
- Bug hunts and much much more.....!



Risk Assessments

Forest School sessions will provide children with opportunities to develop independence and to take responsibility for their own learning. Whilst doing this the children will develop natural risk assessment strategies and understand that their actions have consequences. In exceptional circumstances - i.e. a sudden change in the weather, we may have to cancel Forest School, but we will always do our best to find an alternative activity and will always keep you informed. All of our Forest school activities have been risk assessed prior to the children taking part.

Staff will inform you of your child’s forest school day in advance

And finally,... Your child will have amazing adventures, with their friends, making long lasting, forestry childhood memories.



Parents as partners

We recognise and fully embrace the important role that parents have in their child's education and strive to work in partnership with you. We believe that continual involvement is crucial to successful learning.

We aim to keep parents informed about your child's progress and achievements, share any concerns or difficulties promptly, as they arise.

We hold twice yearly 'Care and Learning' meetings with our parents where you will have an opportunity to see your child's Learning Journey and share any concerns and ask any questions you may have.

Parents are also invited throughout the year to attend our 'Stay, Play and Learn' sessions where you will join us for a morning or an afternoon. This provides a wonderful opportunity for you to see your child in the Early Learning and Childcare environment.

We also welcome parents at our open evenings, concerts, sports day, workshops and our many fundraising events throughout the year.

We believe that children learn best when we work in partnership with their parents. We love to share with you the learning that has taken place at home and we send home regular 'look what I can do' sheets to give you the opportunity to record and share with us your child's progress. We find that the children love to share their home learning with their teachers and friends, and this also provide opportunities for us to enhance prior learning. Your child will also have a personalised learning target which we will make you aware of and encourage that this be something we work on together.

We also aim to send home your child's Learning Journey every term and love to hear your comments and feedback plus any suggestions for future learning that you may have. We pride ourselves on having an 'open door policy' and work hard to create an environment where you feel able, at any point, to approach a staff member for an informal chat. Please do not hesitate to chat to us, at any time about any concerns or questions you may have.

Promoting Positive Behaviour

We promote and foster an environment where we use praise and recognition to encourage and acknowledge positive behaviour.

If necessary, parents will be approached at the end of the day to discuss inappropriate behaviour so that it can be dealt with immediately and efficiently.

Parents are encouraged to tell staff of anything that might affect your child's behaviour so that we can be fully aware and supportive.

To promote positive behaviours within the centre, we have a set of nursery rules (*Golden Rules*) that have been set and agreed with staff, children and parents/carers. These rules include:

Showing one and another respect

Using kind hands

Taking care of toys, equipment and remembering to share and take turns

Remembering to listen

Being a kind friend

Helping to tidy up and tidy time

Walking indoors, saving the running for outside and the gym hall

Having fun



GIRFEC (Getting It Right For Every Child)

We aim to ensure our centre is a happy, secure place. A place where everyone's needs are met and everyone has the opportunity to succeed. Our practice follows the Scottish Government Model **GIRFEC** - Getting It Right For Every Child. Eight well-being indicators are used to identify specific areas which children and young people need to progress and develop in order to achieve their potential. These enable all those responsible for the care and support of the child to identify any needs/concerns and plan (with the child's family) any necessary action.

The eight well being indicators are:

Safe

Healthy

Achieving

Nurtured

Active

Responsible

Respected

Included

Working together: Statement for parents

All Early Learning and Childcare centre's work closely with NHS Highland and other agencies so that the resources and information we have will bring the most benefit to families. The aim is to ensure we have the right services for your child at the right time.

Early Education services and NHS Highland collaborate to plan services and offer interventions, such as the Childsmile Oral Health Programme and the Pre-school Vision Screening Programme. To assist the administration of these programmes, we confirm your child's name, date of birth and address to NHS Highland.

We have a Link Health Visitor, who visits the centre at least once a term. Their main role is to offer advice on children's health and development. They will also liaise with your own Family Health Visitor if necessary.

Our center's Link Health Visitor is: Deb Griffiths

Tel. No: **01463 644850**

If your child would benefit from help from other agencies, you will be asked for permission so that relevant information can be shared. This enables staff to get a rounded picture of your child and means you won't keep being asked for the same information by different people. If your child's immediate safety or welfare is at risk, information may legally be shared without your consent.

Inclusion Policy and Additional Support Needs

At the Glen Urquhart Childcare Centre, we endeavour to meet a wide range of needs of all the children in our care. The Centre will ensure that no child is excluded or disadvantaged because of ethnicity, religion, culture, family background, disability, gender, home language, special educational needs, rurality or ability.

The Centre will ensure the children feel secure, included and valued.

Staff will identify and plan for each child's individual learning requirements and provide additional support for children with additional support needs in order to allow them to make the best possible progress, using the GIRFEC model and SHANNARRI wellbeing indicators.

Child Protection

All children and young people in Scotland have the right to be cared and protected from harm and to grow up in a safe environment in which their rights and needs are respected. The welfare of children is paramount” (Protecting Children and Young People: Framework for standards, Scottish executive 2004)



From time to time incidents can occur within the setting that cause concerns and could indicate that a pupil is suffering some sort of abuse. In terms of Highland Child Committee Inter-Agency Protection Guidelines, Education Service Staff must report such incidents to Social Work Services, which can lead to a joint Social Work / Police investigation.

All staff and volunteers are required to follow guidelines set out in our Child Protection Policy. This policy is available in the foyer. Please ask a member of staff should you wish to view it.

If it is believed your child's immediate safety is at risk, we can share information without consent, enabling us to deal quickly with any potential situation, e.g. child protection issues or emergency medical procedures when parents are not present.

More information about Child Protection Procedures within Highland can be obtained from the Child Protection Development Officer Telephone (01463) 256120

Services we offer

Breakfast Club

Operating during term time, from 8am, Breakfast Club offers a quiet, warm and welcoming start to your child's day. Breakfast is served buffet-style, allowing children a healthy choice of foods and drink before being escorted to school by our staff.

There is a range of appropriate indoor and outdoor activities to ease them gently into the day.



Breakfast menu includes:

Cereal: many varieties
Toast with various jams and spreads
Porridge
Fruit
Warm drinks

Individual dietary requirements are catered for whenever possible.

Bookings

Booking forms will be sent out monthly via email. It is also possible to book into breakfast club on an ad-hoc basis by speaking to a member of staff, phoning the centre on 450679 or emailing the Assistant Manager on assistantmanager@glenurquhartchildcarecentre.co.uk

Please note: All bookings are chargeable once made.

To cancel a permanent booking please speak to the Assistant Manager and be aware that you will incur charges until the 24th of the month.

Fees

Breakfast club is charged at £4.50 for the hour and this fee includes breakfast. Invoices will be sent out, via email, monthly and we ask that these be paid by BACS within 14 days (bank details will be displayed on the invoices)

Times and procedures

We ask that all children be signed in on the register on arrival. Having enjoyed a play and a nourishing breakfast, nursery children will join the Early Learning and Childcare.

School children are escorted down to the school at 8.50am to allow them time to meet and play with their friends before school commences at 9am

GOOSC Club (Glen Urquhart Out of School Club)

Out of school club provides a great opportunity for friends to meet up and socialize after school with activities that stimulate, challenge and are great fun!!! We offer a wide selection of activities to cater for all ages and needs such as:

- Arts & Crafts
- Scooters
- Ball games/football goals
- Ball pond
- Cooking/baking
- Music. New for 2019 we have an **ALEXIA!!**
- PS2, PC's, Nintendo Wii and new for 2019 a **NINTENDO SWITCH!!**
- Board games
- Quiet areas with books and an opportunity to watch movies
- Walks and trips to the local parks plus sessions in the gym hall.
- And lots more.....!!

Snack menu includes:

Tuna, cheese and cucumber wraps,

Beans on toast,

Crackers, breadsticks and a selection of dips

Baking: pancakes, cupcakes, flapjack

Toast with a variety of spreads and jams

Selection of various cereals

Diluting juice, milk, water.

Fruit is also available every day for the children to help themselves to

We try to cater for all individual dietary requirements and preferences. If your child would like to bring their own after school snack, they are most welcome to.

Bookings

Booking forms will be sent out monthly via email. It is also possible to book into out of school on an ad-hoc basis by speaking to a member of staff, phoning the centre on 450679 or emailing the Assistant Manager on assistantmanager@glenurquhartchildcarecentre.co.uk

Please note: All bookings are chargeable once made.

To cancel a permanent booking please speak to the Assistant Manager and be aware that you will occur charges until the 24th of the month.

Fees

Out of School is charged at £4.50 for the hour, then half hourly thereafter, and this fee includes a snack. Invoices are sent monthly, via email, and we ask that these be paid by BACS within 14 days (bank details will be displayed on the invoices)

Times and Procedures:

Children are collected from Glen Urquhart Primary School at 3.10pm and 3.25pm and we remain open until 6pm. We ask that all children are signed out with the time recorded on the attendance register.

Holiday Club

Operating during school holidays, activities focus on giving children the opportunity to participate in a variety of exciting activities. Examples include creative workshops, games, sports, ceramics, music, media and trips. There are many great games available all day to allow the children to exercise choice and to participate in activities that really interest them, within groups or individually.



Times and Procedures:

Open from 8.00 am - 6.00 pm

- Open for 1 week during the Easter holidays, 1 week in October and 4 weeks in the summer and on most in-service school closure days. Please see Centre calendar for dates on page 5.
- Welcome children aged 3 until their 14th Birthday
Breakfast, mid-morning & afternoon healthy snacks available
- Trips, visits and workshops arranged; some of these may involve a small charge but parents will be informed of this beforehand.
- Please bring your own packed lunch.
- We ask that children are signed in and out on the attendance register.

Please see that children are dressed appropriately for the weather. It may be an idea to bring spare clothes, in case of accidents or for outdoor activities. We aim to enjoy the outdoors as much as possible!

Fees

Holiday club costs £22 for a half day: 8am -1pm or 1pm - 6pm, or £40 for a full day. However, you can take advantage of our **EARLY BIRD DISCOUNT OF £18 per half day or £34 for a full day**, if booked before the cut off date.

Holiday schedules will be emailed out in advance and paper copies will be sent to Glen Urquhart, Balnain and Cannich primary schools. Remember to check our Facebook page too!

If you have any skills you could share to bring fresh ideas and activities to our club, please speak to a member of staff. This would be much appreciated!



Centre Closure

In the event of very bad weather the safety of the children must be the first consideration. The decision as to whether or not your child comes to the Centre, remains with you as their parent.

Please listen to BBC Radio Highland and Moray Firth Radio both of which issue bulletins on school closures in the event of bad weather.

The School also has a help-line on **0800 564 2272**.

The school's pin number is **04 1060 (This is the option for Glen Urquhart High School)**

Should the Centre have to close earlier than normal you will again be contacted by phone if prior warning has not been given out.

We will contact your emergency contact only if there is no reply from your home numbers.

Under no circumstances will any child be allowed to leave the Centre with anyone else except with the person you have authorised to collect your child.



Fire Procedures

Regular fire drills are held throughout the year to allow the staff and children opportunities to practice the procedures. We evacuate the building into the muster point in the high school car park.

Emergency Planning - Major Incident in Schools

It is often assumed that, if a major emergency occurs, the school will be used as a reception centre for the victims of the incident. However, it is possible that the school itself may be the source of the accident, whether through a major fire or other means. The main priority would be to get the children and staff to a place of safety, which would be the Blairbeg Hall. In the event of such an incident, Parents would be contacted and asked to collect their child from the Hall.

Comments and Complaints

We hope you will enjoy your child's time at our Centre and we welcome comments or suggestions, which could help us to improve our service.

However, we are aware that difficulties can occur from time to time and if you feel you have reason to complain, please follow the procedure outlined below.

Please use the open-door policy and speak to a member of Staff, either at the beginning or end of a Nursery session. If you prefer, an appointment can be made to speak to a member of staff in private. It will then, in consultation with the parents/carers, be decided, if the matter needs to be taken further, in which case, the Centre Manager and or Chair of Trustees will be informed, and a meeting arranged.

Should you feel unable to speak to Centre Staff, please make an appointment to speak directly to our Trustees.

Should you have any complaints about this care service you may also contact The Care Inspectorate. They can be contacted at:

Care Inspectorate
Pavilion 5
Castle House
Fairways business park
Inverness
IV2 6AA
Tel (01463) 227630



Data Protection

Confidentiality

Parents and children have a right to expect that confidentiality be maintained.

Parents have free access to the files and records of their child.

Information given by parents/carers will not be passed to another adult without permission unless it is a child protection concern, in which case the appropriate professionals will be contacted.

Permission Slips and Photographs

A permission slip for changing children, taking photographs, audience photographs/videos, accessing the internet and applying sunscreen should be completed at the time of enrolment. Further consent forms for special events will be requested as necessary.

Photographs, audio recording and videos are retained at the Centre. Parents are reminded that during nursery events such as the concert, they are able to take photographs. However, we ask that these be kept for your own personal use and not put on any social media sites.

Children are automatically enrolled in the Highland Council's Oral Health programme to allow your child to clean their teeth at Nursery is also required. If you do not want your child to participate you will have the option of opting out. This form is included in our Registration pack.

How do we use your personal information?

Glen Urquhart Childcare Centre complies with its obligations under the Data Protection Legislation by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We are registered with the U.K Information Commissioners Office (ICO) and are governed by their rules and regulations.

We collect and use your personal data for the following purposes:

- If you or your child/ren use one of our services such as Early Learning and childcare, Out of School clubs or holiday clubs
- To manage our employees and volunteers;
- To enable us to deliver our contract with funders;
- To administer membership records and provide membership services;
- To inform you of news, events, activities and training in relation to Glen Urquhart Childcare Centre or to promote or fundraise for the Charity
- To maintain our own accounts and records

We will ask for written consent to use your data for these purposes at enrolment and will ask for signed permission in the registration pack. Please see our full **Privacy Notice** for additional information