School Age Care in Falkirk

Parents Handbook

First 4 Kids SCIO, Tryst Community Centre, Park Drive, Stenhousemuir, Falkirk FK5 3BB

Tel 07939 100818

Web: www.first4kids.org Email: info@first4kids.org

Charity Number SC047149

Welcome

On behalf of everyone involved with First 4 Kids I would like to welcome you as a family to our organisation and thank you for choosing us as your School Age Child Care Provider.

This Parents Handbook is designed to give you a better understanding of First 4 Kids and how things run in the organisation. I hope you find the information useful, if you require any information not contained here please contact our Head Office where the staff will be happy to help.

First 4 Kids is a local charity that provides Out of School Care across Falkirk, we currently have 4 clubs operating that provide a service for families from more than 15 Falkirk schools.

Please visit our website www.first4kids.org, like us on Facebook to get the latest updates from the clubs.

First 4 Kids Mission Statement

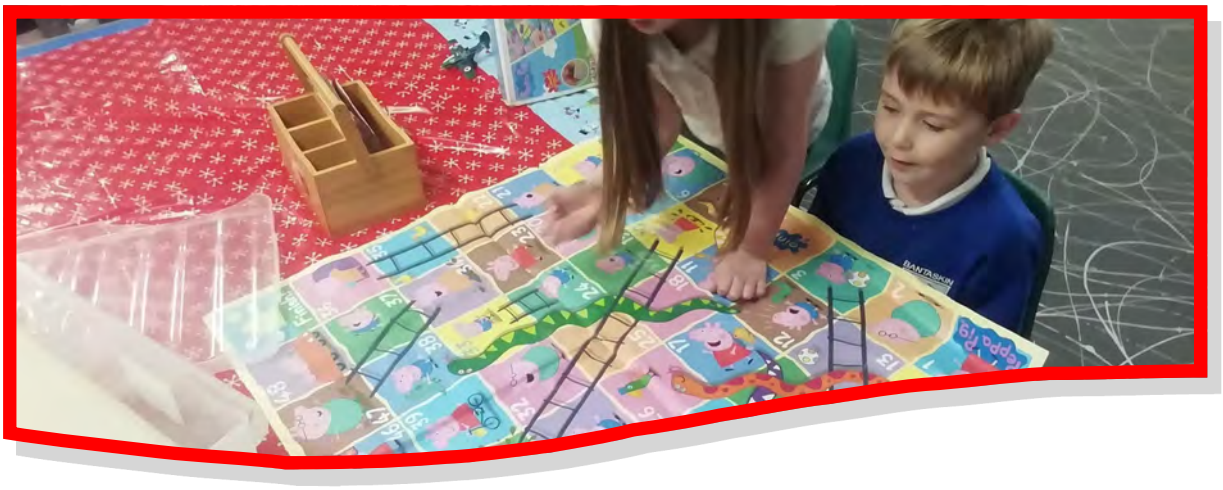
To provide quality, affordable childcare throughout the Falkirk Area where children and young people can access fun play environments.

First 4 Kids Vision Statement

To provide child-centred play spaces where all children entrusted to our care will be respected, engaged and flourish in a stimulating, safe and creative play-led environment; supported by highly passionate, motivated and valued staff who will be given the opportunity to achieve their full potential.

First 4 Kids Ethos

Play and the Playwork Principles will be the focus in all of First 4 Kids clubs. Staff will be trained to develop appropriate activities in partnership with children. This will be informed by best practice and current playwork theories. Children will be encouraged to stretch themselves, and participate in challenging activities with an element of supported and managed risk.



Structure

First 4 Kids is a Scottish Charitable Incorporated Organisation No SC047149.

As a charity we are a not for profit organisation, all income from childcare fees pays for the operation of the charity. This includes the staff costs, resources, training, snacks, and activities as well as the financial administration and management costs.

Governance

First 4 Kids has a Voluntary Board of Trustees, the Board is mainly parents who use the service and a small number of co-opted members who bring additional skills to the team. The members use the skills and experience they have in their own employment or interests to discuss and make decisions about the charity and how it is run.

Management

First 4 Kids has a Professional Management Team who bring to the organisation a wide range of experience and knowledge in the day to day requirements of leading a quality childcare service.

The Chief Executive is the senior position that has an overview of the whole organisation and works closely with the Board of Trustees to ensure consistency and sustainability of the charity. There is an Area Manager who with the Chief Executive directly manage the clubs, supporting staff and children to get the best out of each of the services. The Management Team is supported by a Financial Administrator who oversees all the financial systems and a Registration Administrator who oversees the bookings and registration.

Quality Standards

All First 4 Kids clubs are registered and inspected by the Care Inspectorate to ensure we meet the “Health and Social Care Standards: my support, my life”. Inspection reports are available in each club and can be found on the Care Inspectorate website (www.careinspectorate.com)

All club staff and managers are registered with Scottish Social Services Council. The Scottish Social Services Council ensure staff are appropriately vetted to work with children. Staff are bound by Scottish Social Services Code of Practice which sets out expected behaviours of childcare staff to enable them to keep their registration and continue to work with children.

Our clubs and operating hours.

Name	Venue	Breakfast	After School	Other info
First 4 Kids Bonnybridge	Antonine Primary School Broomhill Road, Bonnybridge, FK4 2AN	No	3pm – 6pm	Collect from St Joseph's PS Bonnybridge PS
First 4 Kids Maddiston	Maddiston Primary School Glendevon Drive, Maddiston, FK2 0GT	No	3pm – 6pm	
First 4 Kids St Bernadette's	St Bernadette's Primary School Edward Avenue, Stenhousemuir, FK5 4JW	8am – 9am		
First 4 Kids Stenhouse-muir	Tryst Community Centre Park Drive Stenhousemuir FK5 3BB	No	3pm – 6pm	Collect from Ladeside PS Stenhousemuir PS Carron PS St Bernadettes PS
First 4 Kids Westquarter	Westquarter Primary School Westquarter Avenue, Westquarter, FK2 9RN	No	3pm – 6pm	Collect from Laurieston PS
First 4 Kids Holiday Club	Tryst Community Centre Park Drive Stenhousemuir FK5 3BB	8 am – 6pm		All school age children welcome
If a parent wishes a child to attend from another school it is the parent's responsibility to make arrange-ments for the child's transport, eg St Andrew's.				

Play Programmes

Each club has their own play programme which is developed by the children and staff together. The activities on the programme will reflect the children's ideas and interests. Staff will also programme things that would be a new experience to the children for them to try out. Each club will make use of local resources like the library, sports halls and outdoor spaces. The aim is to have a diverse play programme that supports the children to develop their social, physical, intellectual, cultural, creative and emotional skills.

Holiday club play programmes are organised the same way as the term time ones, consulting children and organising themes. The holiday programme will feature more outings and trips, some which may have an additional cost.

All play programmes are subject to change from time to time depending on weather conditions etc.

Additional Support Needs

First 4 Kids is an inclusive service and will work with parents and children to plan the best way for a child with specific needs to access the service. Each case will be assessed on an individual basis and a plan put in place that meets the needs of that child.

First 4 Kids recognises that it is not always the best environment for all children; some children don't cope well with the group size and the relaxed atmosphere. There may be occasion when staff are not experienced or trained to carry out some procedures needed by individuals. We will always have full discussions with families to ensure we are able to accommodate a child's needs.

Healthy Eating

First 4 Kids has a healthy eating policy and follows the guidelines in 'Setting the Table' a NHS Health Scotland guide to nutritional standards in childcare, children are provided with a healthy and varied snack. Staff are trained in Elementary Food Hygiene and operate 'Cooksafe' rules when preparing snack. During holiday club children are required to bring their own packed lunch, parents are asked to provide a healthy lunch to support us in promotion of a healthy lifestyle. Lunch should be in an insulated bag with an ice block to keep the food fresh. First 4 Kids does not heat up food provided from home.

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Policies and Procedures

First 4 Kids has a number of Policies and Procedures that guide our practice. A Policy Manual is available at each club, please feel free to look through the manual and ask staff about them.

Behaviour

At First 4 Kids all children and staff are encouraged to treat each other and our belongings with respect and courtesy. Children will be reminded of their rights and the responsibilities that go with them. If a child's behaviour causes any concern while they are at First 4 Kids staff will speak with parents and work together to support any changes and help the situation.

Accidents and Illnesses

When children play they often get excited and accidents can happen. First 4 Kids will always have a qualified first aider on duty, when an accident happens the first aider will assess the situation.

If the child needs further medical assistance staff will always try to contact the parent. If however the parent is unavailable a member of staff will go with the child to get treatment. Staff will continue to try and reach the parent.

For all accidents, even very minor ones parents will be asked to read and sign the accident record book.

If a child becomes unwell while at First 4 Kids again the staff will assess whether they can be kept comfortable until their parent arrives or if a parent needs called to come and get them. If a child is absent from school due to illness they will also be unable to attend First 4 Kids.

If a child needs prescribed medication while at First 4 Kids, parents complete a consent form for staff to administer the medication. Medication must have a dispensing label attached.

Some common childhood illnesses have a period when the symptoms are infectious; First 4 Kids take guidance from 'Infection Prevention and Control in Childcare Settings – NHS, Health Protection Scotland'. During the infectious period children will be unable to attend First 4 Kids. If you are unsure please ask staff who will be able to find out for you.

Registering and Booking

A child's place at First 4 Kids is a partnership between First 4 Kids and the parent.

First 4 Kids offer four different types of contracts:

Permanent Place – The same days are booked every week, a deposit is paid for each day of the week booked and the places are guaranteed. This means that whether the child attends or not the places must be paid for. Payment is made in advance; an invoice is raised by 15th of the previous month, payable by 1st of the following month. There is a 28 day notice period for alteration or cancellation.

Occasional Place – Dates are requested when you need them, there is no guarantee of the places being available and they are paid for in advance when booked.

Student Place – If you are currently a student we have a small number of places that are allocated at a student rate, we cannot hold the place until the student has confirmation of their timetable and we receive conformation from the college or university how much they will fund. A deposit is required.

Holiday Place – You don't have to be a term time user of our service to book holiday places. Holiday places are requested using the appropriate booking forms and are paid for when booking.

When enquiring about a place at First 4 Kids you will be asked to complete a booking form and registration form.

The booking form is the contract of services booked and the registration form is the information about your child we need in order to be able to care for them.

We require to know if there are any medical, behavioural, dietary or cultural needs we should be aware of.

It is important that we have appropriate contact details for yourself and any other adults that will be picking the child up, a list of people we can contact in an emergency if you are unavailable. Only adults (over 16) will be allowed to pick children up.

It is essential that parents keep Head Office informed of any changes in circumstances or any absences to avoid any confusion or unnecessary worry regarding a child not attending and thought missing.

Parentzone

Parentzone is our app for your phone, you will get a log in once you are registered with us. You must agree to use it to sign your children in and out of our clubs. You can also book additional sessions if you require, see the balance on your account and in the near future we will also be able to use it to share photos with you.

First 4 Kids is committed to offer a continuity of service to give parents peace of mind. In the event of circumstances out with our control such as school closure we will do our best to keep you informed using First 4 Kids Facebook page.

Payment and recovery of fees First 4 Kids rates offer excellent value, all cost are eligible towards tax credits and we accept all childcare vouchers and tax free childcare payments. If you work 16 hours or more and earn less that £100k per year you are probably entitled to tax free childcare ***visit the link to check*** Tax-Free Childcare - GOV.UK (www.gov.uk) for every £8 you pay they will pay £2. Fees are reviewed annually in line with cost of living.

If you experience financial difficulties please speak to a Manager or call the Head Office direct to discuss the situation. Any arrears on your account will put your child's place at First 4 Kids at risk. Outstanding fees will be recovered by a debt agency and this may have an adverse effect on your credit rating.

Feedback and Complaints

If you are pleased with the way we do things at First 4 Kids please let us know, it is always nice to have positive feedback. However, if you see something you think could be improved please let us know, we are always looking for suggestions from others on ways to improve.

Should you feel we have not done our job we would like to hear from you so we can address the issue. In the first instance you may wish to discuss your complaint with the staff at the club or the Manager. If they can't resolve the issue for you ask the Manager to escalate the complaint to the Chief Executive.

If you would prefer to write to us regarding your complaint you can do this by email or post at the address at the front of this booklet.

Alternatively you can complain directly to our regulator, the Care Inspectorate via their website www.careinspectorate.com, by calling 0345 600 9527 or emailing concerns@careinspectorate.gov.scot