

Connect 2



Out of School Care Services

Parent information Handbook

1343 Gallowgate, Glasgow G31 4DN
Telephone 0141 551 8425 Mobile 07866669728
E mail connect2osc@live.co.uk

PROJECTS

Ground Floor, 112 Baltic Street, Bridgeton, G40 3BL
Telephone 554 3745

&

Haghill Park Primary School, 415 Cumbernauld Road, Haghill, G31 3LS,
Telephone 550 4999

&

St Thomas Primary School, 8 Smithycroft Road, Riddrie, G33 2QJ
Telephone 770 6266

&

Carntyne Primary School, 38 Liberton Street, Carntyne G33 2HF
Telephone 770 8979

Scottish Charity No. Sc 028538

WELCOME TO OUR PROJECT

We would like to welcome you and your child/ren to Connect 2 Out Of School Care. This booklet is intended to provide you with information that you may find useful. Any further information that you may require, please do not hesitate to contact us. From this moment on you can be assured that your child/ren are now attending a quality childcare establishment, one where the staff will do their best to meet you and your child's needs.

HOURS OF BUSINESS

School Term Time

Monday to Friday 3pm - 6pm

School Holidays and In-service Days

Monday to Friday 8am - 6pm

SCHOOLS COVERED

Sacred Heart Primary

Haghill Park Primary

Dalmarnock Primary

Alexander Parade Primary

St. Thomas' Primary

Carntyne Primary

WHAT MAKES OUR CLUB SPECIAL

In 1988 we established Dalmarnock Out Of School Care, a team of qualified, professional people who specialise in childcare for Primary School Children. The idea developed as a result of a lack of childcare provision within the area. Our out of school care has now extended to Haghill Park Primary School, St Thomas' and Carntyne Primary the service will now be known as **Connect 2 Out of School Care services**.

QUALIFIED

It is with a combination of Childcare Knowledge, experience and our background of working in customer focused environments, that we have been able to design the very best quality "Out Of School Care" service; one, which we are confident, will exceed your childcare needs.

- ☀ Our Out of School Care bridges the gap between school and home time, with 3 hours of fun packed activities.
- ☀ Our New Start Club makes the transition easier from nursery to school for your little new starts.
- ☀ Our Holiday Care Service fills holiday time with action packed activities and trips and takes away the stress of finding childcare for 13 weeks per year!

OUR TEAM

People are the key to our success, YOU, YOUR CHILDREN and OUR TEAM. To make sure we provide the best care for your children, we have developed a recruitment process, which helps us to select, the right people, with the right qualifications, skills, experience and attitude. Once selected our staff will be members of the PVG scheme and have successfully completed medical and personal checks through PVG. All staff are required to Register with SSSC, and will be updating their knowledge through formal and informal training on a regular basis.

QUALITY

Quality is not just a buzzword here at Connect 2 Out Of School Care we are proud to say that we continually review and update our quality systems and staff training and development on;

Positive play, a caring environment, a child centred service, partnership with parents, equal opportunities, management and staffing to name but a few.

FUN ACTIVITIES

Why do Connect 2 Out Of School Care children love their project?...Because our staff LISTEN to them, TALK to them and OBSERVE to see what they enjoy best. This means that when our team get together fortnightly to discuss the services activities, we know we are getting it right from everyone's point of view, and created programmes to suit everyone, tailored to provide FUN for all our children.

WHO IS IN OUR TEAM

Our Team consists of:

| | |
|--------------------|---------------------------------|
| Linda Liddell | Head of Services |
| Tammy Deakin | Depute Head of Services |
| Denise McDowall | Team Leader (Bridgeton) |
| Jennifer Gillespie | Team Leader (Haghill Park) |
| Jacqueline McClory | Team Leader (Carntyne) |
| Joanne McNeely | Team Leader (Riddrie) |
| Jacqueline Geddes | Childcare Worker (Bridgeton) |
| Jeanette Skinner | Childcare worker (Bridgeton) |
| Anne Marie Toner | Childcare worker (Bridgeton) |
| Kimberely Learmont | Childcare Worker (Haghill Park) |
| Cheryl Bradburn | Childcare worker (Haghill Park) |
| Kirsty Campbell | Childcare Worker (Riddrie) |
| Elizabeth Gray | Childcare Worker (Riddrie) |
| Fariha Nazir | Childcare Worker (Riddrie) |
| Tina Molloy | Childcare Worker (Carntyne) |
| Francesca McGarry | Childcare Worker (Carntyne) |
| Karly Macintyre | Childcare Worker (sessional) |
| George Mavor | Childcare Worker (Perapatetic) |

Our Staff hold the following qualifications:

HNC Childcare and Education

SVQ Level 2 Childcare and Education , playwork +CCLD

SVQ Level 3 Playwork +CCLD

SVQ Level 4 Playwork +CCLD

BA Childhood practice

BA Primary Education

In addition the staff has also undertaken training in:

Emergency First Aid

Food Hygiene

Behaviour Management

Child Protection

Health and Safety

Curriculum for Excellence

Getting it right for every child (Girfec)

OUR MANAGEMENT COMMITTEE

A voluntary management committee made up of local service users manages the project. The Committee is elected annually at our Annual General Meeting; they meet every six weeks to discuss the project and the service it provides. The Head of services and Depute are also present at these meetings.

The Committee members are as follows:

Jacqueline Thomson
Lee McKenzie
Kimberly Craig

Chairperson
Secretary
Treasurer



HEALTHY EATING POLICY

We will promote the importance of healthy eating to children in both the snacks we serve and the wider use of food in activities.

No fizzy drinks will be served. We will offer diluted fruit juice, bottled water, or Milk

Limitations will be set as to how many sweets are permitted going on a trip.

We will run projects on food and try to educate children in a fun way about the benefits of healthy food and lifestyle.

Our Snacks We Provide Include:

- Fruit
- Toast with a variety of toppings
- Soup
- Pasta
- Sandwiches
- Salad wraps



Play Policy

Connect 2 Out of School Care endeavours to provide all children and young people attending their project with opportunities for freely chosen, self directed play which will include:

16 Types of Play

Symbolic: Allows control, exploration & increased understanding

Rough and Tumble: Physical flexibility & exhilaration of display

Socio-Dramatic: The enactment of personal, social, domestic or interpersonal nature

Social: Games, conversations, making something with others)

Creative: Enjoying creation with a range of materials and tools

Communication: Mime, jokes, play acting, Mickey taking, singing, debate & poetry

Dramatic: Dramatising events such as presentation of a TV show, acting & festive event

Deep: To develop skills & conquer fear

Exploratory: Access factual information consisting of manipulative behaviour

Fantasy: Rearranges the world through a child or young persons way

Imaginative: Where the conventional rules, which govern the world do not apply

Loco motor: Chase, tag, hide & seek, tree climbing

Mastery: Digging holes, changing the course of streams & building dens

Object: Hand & eye manipulations & movements, novel use paintbrush, cloth, cup

Role: Acting, driving a car, riding a horse, serving dinner

Recapitulative Play: Allows the child to explore ansestory, history, rituals, stories, fumes, fire and darkness. Enables children to access play of early human evolutionary stages.

Inclusion:

Ensuring that play provision is open and accessible to all and takes positive action in removing barriers to include any children with additional needs and those from other minority groups can participate.

Play Resources:

Equipment that will stimulate play will be purchased and maintained within each project to enhance the children and young peoples experience.

Risk Management:

All activities being introduced, including existing activities will be subject to a risk assessment being carried out within each unit. All children will have the opportunity to experience and manage risk to develop as a whole.

Physical Activities: We will encourage all children to participate in daily activities that will encourage them to be active and ensure that they have the opportunity to exercise on a daily basis for one hour to improve their well being.



CHILD UNABLE TO ATTEND

- ◆ You must telephone Connect 2 Out Of School Care before 2pm if your child is unable to attend.
- ◆ You must state how long you expect your child to be off and an expected return date.
- ◆ Should any child fail to attend without notifying the project for a two-week or more period then membership will be reviewed.
- ◆ Your child's fees' are still due whether your child attends or not.

COLLECTING OF CHILDREN

Parents/Guardians should be responsible for collecting children before 6pm **NO LATER**.

Project staff must be informed if parent/guardian has delegated another responsible adult to collect their child/ren from the project base, or from school.

All parents collecting children from the project **MUST SIGN** the daily attendance sheet, stating time, before leaving the project base.

During school holidays whoever brings the child to the project **MUST SIGN** the child in and state time of arrival. It is requested that all children be in the project by 10am.

(Haghill Park Parents) To gain access to the premises use the door opposite the playroom & press Buzzer.



DAY TRIPS/OUTINGS

Permission slips must be signed by parent/guardian if the child/ren are to participate in day trips, visits or residential holidays.

Our Trips and outings take place during the school holiday periods, during these times we provide a programme of activities. Your child will be supplied with a factor 30+-sun cream. If your child is allergic to any specific sun cream please inform the Team Leader.

Some of the activities we do are:

- ✿ Visits to local parks in and around Glasgow such as Glasgow Green Play Area, Tollcross Park and Children Farm, Victoria Park, Kelvingrove Park and Pollock Park.
- ✿ Reidvale Adventure Play Area.
- ✿ Visits to Local Fire Station and Police Station.
- ✿ Annual Fun Day in conjunction with all other East End Out Of School Cares
- ✿ Visits to Art Galleries and Museums such as Transport Museum, Burrell Collection and Museum of Religion.
- ✿ Visits to Millport, Largs and Ayr.
- ✿ Trips to the Cinema, bowling, soft play.
- ✿ Trips to Kelburn country park, Heads of Ayr Farm park.
- ✿ And many More.....

Parents Suggestions on Trips and Outings Are very Welcome. So get your thinking caps on !!!!!



BEHAVIOUR MANAGEMENT POLICY

Our aim is provide a safe, stimulating and fun environment for all the children in our care. We always promote positive behaviour as and when it happens. To do this we acknowledge, praise and when appropriate reward co-operative behaviour in children. We lead by example, which is why all of our staff strives to be positive role models.

Our methods of encouraging positive behaviour include:

Star of the Week

Award certificates

Positive recognition

Praise

Best improvement noted

Positive ground rules

We must let children know that negative behaviour cannot and will not be accepted. Our code of discipline is:

Prior warning of outcome to child

Time out from activity

Speaking to the parent/carer

We will at all times work in partnership with the Parent/Carer where there are behaviour issues





PRICING POLICY

All fees include us providing your child with their snacks, but for holiday periods a cold packed lunch is required.

Fees are required on a weekly basis unless an agreement is made between yourself and the Head of Services to pay on a monthly basis.

PLEASE NOTE: FEES ARE PAYABLE 52wks OF THE YEAR REGARDLESS OF CHILDS ATTENDANCE, EVEN IF NON ATTENDANCE IS DUE TO BAD WEATHER OR ANY OTHER CIRCUMSTANCES WHERE THE SERVICE IS UNABLE TO OPERATE OUT WITH OUR CONTROL

The weekly fees for financial year April 16/March 17 are as follows:

Full Time

Per Child £59 per week

Daily Rate £13.50 per Day

Please Note - The daily rate only applies to attendance of two days or less, 3 days or more incurs the cost of a full week

Children using service during school Holiday's Only

Per Child £92 per week

Daily Rate £21 per day

IT IS VITAL THAT YOUR FEES ARE KEPT UP TO DATE, IF YOU ARE HAVING DIFFICULTY PLEASE CONTACT THE HEAD OF SERVICES ASAP.

The Management Committee on an annual basis reviews the fees and any changes will take effect from the 1st April.



NON-PAYMENT OF FEE'S PROCEDURE

It is strongly recommended that if you are experiencing difficulty with the payment of fees please contact the Head of Services. Steps can be taken to try to reach an agreement and help the situation as it arises. However failure to keep payments up to date and if no attempts to speak with the Head of Services will result in the following:

- All fees' are due weekly unless special arrangements are made with the Head of Services.
- Fees must be paid through standing order
- Failure to pay fee's will result in the following:

Week 1 - Manager will approach you.

Week 2 - A letter will be sent to you.

Week 3 - A final letter will be sent.

Week 4 - Notice of suspension of membership.

- A letter will be sent one week prior to suspension.
- Failure to pay at this point will result in you losing your child's place at Connect 2 Out Of School Care.
- Payment of fees are to be made 52 weeks of the year, regardless of child's attendance, even if non attendance is due to bad weather or any other circumstances where the service is unable to operate out with our control.

HERE ARE SOME NUMBER THAT YOU MAY FIND USEFUL



Social Care and Social Work Improvement Scotland
Central West Region
4th Floor
1 Smithshills Street
Paisley
PA1 1EB
TEL. 0141 843 6840

This is the regulatory body under which our project is registered, an officer does checks of the project from this organisation, So any worries or complaints that you feel unable to approach us on then feel free to call the Care Inspectorate on the above number.

Early Childhood and Extended services
Glasgow City Council
City Chambers East Building
40 John Street
G1 1J
TEL. 0141 276 6840

Bernadette Haggerty
Monitoring and Liaison Officer
Tel. 0141 276 6845
E-Mail Bernadette.Haggerty@education.glasgow.gov.uk

| | |
|------------------------------|--|
| <u>Anti Bullying Network</u> | 0131 651 6100 www.antibullying.net |
| <u>Childline</u> | 552 1123 or 0800 1111 (freefone) www.childline.org.uk |



EXIT STRATEGY

In the event that Connect 2 Out Of School Care can no longer operate

This will only happen if all else fails, if at any time before that, we as a committee feel that Connect 2 Out of School Care are struggling financially we will hold regular meetings explaining and detailing all financial issues, we will do everything possible that Connect 2 OOSC does not cease. We will do the following:-

Raise Fees

Apply for grants

Fundraise

Only if there is no option we will notify the following people

PARENTS/CARERS

Notify the parents that the project is closing, with as much notice as possible, Give phone numbers and addresses of other child-care services in the area.

Refer them to the child development officer for names of local child minders training agencies/ job centres that could give assistance.

STAFF

Hold regular meetings with staff informing them of the situation, give them as much time off as possible to attend interviews. Offer them as much support as possible.

PREMISES HOLDER

Hold regular meetings informing them of the situation.



COMPLAINTS PROCEDURE

The staff and management of Connect 2 Out Of School Care are committed to providing the best quality childcare for you child at all times.

However, should you have a problem regarding any aspect of your child's care, please do not hesitate to inform us as soon as possible.

There are a number of ways in which you can report your complaint

1. In the first instance you can approach our Head of Services or Depute Head, Linda and Tammy, or the most senior staff member present, who will issue you with a complaint form, and from this will hopefully be able to resolve the matter at this level.
2. If no satisfactory solution is reached, or you feel unable to speak to Linda or Tammy, you may put this into writing to the Management Committee c/o Connect 2.
3. If at any time you feel you wish to discuss an incident or a problem with an outside agent, you are free to contact **SCSWIS** at any time.

CONTACT:

Care Inspectorate
Central West
4th Floor
1 Smithshills Street
Paisley
PA1 1EB