

Gaarfields



Information 2011/12

Daycare Monday - Friday 8.30am - 5.00pm

Gaarfields

Education Buildings

Johnstone Place

Brora

Sutherland

KW9 6PJ

Telephone: 07791 156 725

Dear Parent/Carer

Welcome to Gaarfields!

We aim to provide a child-centred, secure environment in which children will develop emotionally, socially intellectually and physically, at their own pace. Equally important are the children's aesthetic, moral, spiritual and cultural development. We hope to complement the learning experience in the home and create an effective transition from home to the Centre. We want to create a friendly atmosphere and build good relationships with families so children will be happy and well adjusted allowing us all to work together for the good of your child.

This centre is managed by Care and Learning Alliance (CALA). CALA is a Scottish charity, committed to the support of families with children and the development of quality care and education in a wide range of early years and out of school groups, which respect the rights, responsibilities and needs of all children and their parents or carers.

Our running costs are met through fees and funding from Sutherland Childcare Partnership. The Centre is registered with the SCSWIS.

If you have any queries or concerns relating to the daycare of your child, please inform any member of our staff team who will be happy to assist you.

Rest assured your little treasure is treasured here too.

Jackie Hird

Area Manager

CALA

Settling in

Settling in is an important stage in the transition between home and the outside world. We encourage parents to stay with their child as long as is necessary for the child to be reassured that this new place and its people are as safe as home. We welcome parents and children into the Centre for an initial visit, parents or carers can stay with their child for as long as necessary during the first session. The length of time children take to settle varies considerably and therefore parents are asked to go at their child's pace and never to force the process. Children will only learn when they feel happy, relaxed and secure.

Our Centre Policies

We have policies covering many areas. We would advise all parents to read the centres policies which can be located in the yellow "Parents Information" Folder in the porch area. You may find the following areas of particular interest;

Equality and Diversity

Child Protection

Behaviour Management

Health and Safety (in particular infection control and exclusion times)

Open Access

We have an open door policy where parents are welcome to visit the centre at any time although we would ask that you avoid busy times such as drop off/pick up time and lunch time. You can communicate with staff about your child either informally when you bring them to/collect from the centre or formally by appointment at a mutually convenient time. There will also be opportunities in March each year to formally meet with staff.

Staff Training

All of our staff are either qualified or undertaking a qualification in childcare. In accordance with the SSSC all staff will hold a qualification within the given timeframes. If you would like more information about the SSSC please refer to the posters displayed or ask a member of staff. In addition to this, staff access training throughout the year covering a range of topics including Birth to Three and outdoor play.

Items to provide

Please provide your child with indoor shoes or slippers. A change of clothing must be provided each day as accidents do happen. To avoid confusion, please label all items clearly with your child's name.

Children staying between 12pm and 1.30pm should also bring a packed lunch. We do ask that nuts, sweets and chocolate are not included in your child's lunchbox. Please ask if you would like advice on healthy lunches.

Snack

Each day we provide a healthy snack mid morning and mid afternoon, e.g. toast, fresh fruit, cheese and crackers with milk, water or juice. During snack we aim to encourage the children to develop their social skills including personal hygiene, turn taking, sharing and the use of cutlery.

Occasionally a cookery session will precede the snack time and the children will be encouraged to eat the results! We also like to sample foods from different cultures. Please advise staff if your child has any special dietary requirements.

Adverse Weather Closure

Highland schools have a dial-in information service if there is a risk of closure due to adverse weather conditions. Our centre follows the lead of Brora Primary School. If you are unsure as to whether the centre will be open or not dial Highland Council's Access Number: **0870 054 6999**. Now enter the pin number : **041600**.

Listen for confirmation that you have the correct school and **press 1** to hear any message regarding adverse weather closure.

You can also listen to Moray Firth Radio (97.4FM). Their half hour and hourly news bulletins will include local information on weather conditions, roads and school closures.

Visitors

We encourage visitors to give talks and demonstrations, and help in projects and play activities. If you have any suggestions please feel free to speak to the staff. If you feel that you have a particular skill that you could share/demonstrate with the children we would be delighted to hear from you!!

Dropping off and collecting your child

When arriving at the centre please ring the bell to be let in by a member of our staff team. It is important that you bring your child right in to the Centre and that you collect your child on time.

Each day you will be asked to sign your child in on arrival and sign out on departure.

If you will be late collecting your child, please ring 07791 156 725 and let us know.

Collection of Children

We request that you name 2 adults who may collect your child from the Centre. We will not release your child to another adult unless we have been notified in person, or in writing, beforehand. The alternative person collecting your child will also be asked the password system.

Complaints Procedure

If any member of the group has a complaint they can -

Informally discuss the issue with the Senior Member of Staff in the playroom.

Informally discuss the issue with the CALA Manager - Jackie Hird 07775 150 594.

This informal complaint should be discussed, investigated and resolved within 7 working days.

Complaints Procedure (cont.)

If the matter is not resolved within the agreed timescale you may contact the Chief Executive of CALA in writing:

Ann Brady, CALA Chief Executive

Care and Learning Alliance

Dochfour Drive

Inverness

IV3 5EB

Your complaint will be investigated and responded to within 14 working days.

Alternatively, you may contact the SCSWIS directly:

The SCSWIS, Inverness, Tel: 01463 227630

SCSWIS Complaints Procedure - Making a Complaint

You can make a complaint about a registered care service or the SCSWIS using any of these formats:

1. Fill in their Complaints Form Online - www.scswis.com

2. Telephone or write to any the regional offices or headquarters:-

North Region

1st Floor, Castle House

Fairways Business Park

Inverness

IV2 6AA

01463 227630

Headquarters

Compass House

Dundee

DD1 4NY

01382 207 100

Locall—0845 6030890

3. Go to into any of the SCSWIS Offices

Complaints Procedure (cont.)

Whichever method you use to contact the SCSWIS, your complaint will be dealt with following their Complaints Procedure. Further information available either online or in the playroom.

Responding to your Complaint

The SCSWIS will inform you that your complaint is being dealt with and will keep you informed. The procedure that will be carried out is as follows:

1. SCSWIS will send you an acknowledgement letter to let you know that your complaint has been received and has been recorded.
2. The complaints resolution officer will try to resolve your complaint within 28 working days of the date that your complaint was received.
3. Final Decision - to let you and the subject of your complaint know the SCSWIS's final conclusion.
4. Request for a review of the investigation - what to do if you are not satisfied.
5. The Scottish Public Services Ombudsman - what to do if you're still not satisfied.

Fees for Daycare

School Term	Charges
Children Under 3 years	£ 5.00 per hour
Five hour session	£ 16.20
Full Day	£ 30.00
Children aged 3-5 years	£ 4.00 per hour
	£ 2.00 per 1/2 hour
Children aged 5 and over	£ 3.00 per hour
	£ 1.50 per 1/2 hour
Breakfast Club	£ 1.50 8.30—9.00am
Holiday and In-Service days over 3's	
Half day rate (8am-1pm or 1pm -6pm)	£12.00
Full day rate (8am—6pm)	£18.00
Weekly rate	£80.00

Invoices are issued for daycare on the last week of each month and must be paid within the month prior to the following month's invoice due date.

Centre Closure

The centre will be closed over the Christmas & Easter Periods.

Please note there will be no charge if the Centre is closed due to adverse weather conditions or heating failure etc.

The above rates will be reviewed in June each year.