

# Wimberley Estate



# Childcare Centre

## Parents Information 2011-2012

**Meeting place:** Wimberley Estate Childcare Centre  
Somme Crescent, Inverness, IV2 3YB

**Session Times:** Day Care - Monday - Friday - 8.00 am - 6.00 pm  
Pre-School - Monday - Friday - 9.30 am - 12.00pm  
1.15pm - 3.45 pm

Dear Parent/Carer,

Welcome to Wimberley Estate Childcare Centre!

We are situated in a purpose built childcare centre, on Wimberley Estate close to the Inverness Golf Club. The centre is open to ALL families regardless of whether or not they are connected to the Army.

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 Angela Dickson – Area Manager East for the 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 purpose built Centre was completed in the summer of 2006 and officially opened by HRH Princess Royal in February 2007.

Our running costs are met through fees, funding from the Local Education Authority and continually financial support from Ministry of Defence. The Centre is registered with the Care Inspectorate (SCSWIS).

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

Angela Dickson - Centre Manager

Angela Hewitt - Centre Co-ordinator

## Wimberley Estate Childcare Centre

### We aim to:

1. Work towards a provision which encourages every child to be safe, healthy, achieving, nurtured, active, respected, responsible and involved.
2. Be welcoming and supportive to children and adults.
3. Respect and involve parents in the education and care of their child.
4. Centre practice will promote the values, purposes and principles of A Curriculum for Excellence, enabling all young people to become:
  - i. Successful learners
  - ii. Confident individuals
  - iii. Responsible citizens
  - iv. Effective contributors
5. Identify and provide relevant training for staff as part of an ethos of continuous improvement, and to meet the registration requirements of the SSSC.
6. Provide a high level of child care using the National Care Standards (Early Education and Childcare, up to age 16) and the Child at the Centre 2 as guidelines for implementing new procedures, policies and to further improve the standard of care provided via monitoring and self evaluation.
7. Make environmental awareness and action an intrinsic part of the life and ethos of the centre for both staff and children and to engage the wider community by becoming an Eco- Pre-school

**Aims last reviewed:** May 2011

### Our Vision Statement

'Helping children to learn and grow through play in a fun and nurturing child centred environment, developing the confident individual and successful learner.'

## Settling In

Settling in is an important stage in the transition between home and the outside world.

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.

## Staff

Our staff are committed to providing the highest standards of professional childcare and education. All staff are thoroughly vetted in accordance with Care Inspectorate requirements before employment. (Disclosure Scotland (PVG), criminal records check, a medical reference and two written references).

We are committed in supporting staff in their continuous professional development (CPD). All staff are progressing or are qualified to level required by the Scottish Social Services Council. Staff undergo core training which includes, child protection, first aid and food hygiene.

CPD is also available to all staff through joint Highland Council and Care and Learning Alliance Training Programmes which covers all aspects of the Scottish Office Curriculum Framework.

## Partnership with Parents

You as parents are the prime educators of your child in their earliest years therefore we welcome and encourage parent's involvement in the nursery. We have an 'open door' policy in place therefore a member of staff will always be available to listen to your comments and suggestions. Effective communication between parents and nursery staff is important to provide the best possible care for your child. We would appreciate if you could inform the nursery staff of any circumstances, either temporary or permanent which may affect your child's emotional or physical wellbeing to ensure your child receives additional support if necessary. A member of staff will be available to speak to you on a daily basis to discuss your child's progress and answer any questions you may have.

You will be kept informed of nursery events and activities through our notice boards in the entrance hall, newsletters and via the CALA website. In your child's room you will also find notice boards giving information on the day's activities.

## Media Protocol

From time to time, especially during activities, parties, trips and fundraising events, photographs of the children are taken, some of which may be published in the local press, others used for display purposes. Parents are required to inform play staff at the start of

term if they do not wish their child to be photographed. Consent forms will be available during the enrolment process.

### **Outings and Visitors**

We hold various events throughout the year, including parties at nursery to mark particular occasions. Parents will be informed of these and may be asked to help. Outings are organised throughout the year and again any willing helpers would be appreciated.

We invite various community figures to talk to the children e.g. the dental hygienist, doctor, the health visitor, local police officers, the fire service, M.O.D. Personnel, Pádraic and the Primary School Teacher. If you have any other 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 and staff we would be delighted to hear from you! Fifteen minutes of your time would be very much appreciated.

### **Baby Room**

The baby room at Wimberley provides warmth, fun and security to children under 2 years old following guidelines set out in the Pre-birth to Three document - supporting our youngest children.

It is very important for children of this age to receive continuity of care between nursery and home therefore the nursery staff will ensure your child's familiar routine is maintained. During the enrolment process a keyworker will be assigned to your child. This person will also be the first contact if you have any issues or information about the care of your child.

The staff encourage babies to freely explore and enjoy their play activities in a safe, relaxed environment allowing them to develop their confidence, independence and learning. Song time, story time and ongoing chit chat throughout the day all help to develop children's language development.

Quiet time is an essential part of the day, playing is a busy sport and all that exploring requires a break at some point. Within the room we provide a peaceful and quiet area and have a sleep room, which provides a more tranquil area for rest.

### **Home Link Diary**

When your child is in the baby room, you will receive a 'Home Link Diary' detailing your child's eating and sleeping patterns, fluid intake, toileting progress and information about the activities your child has participated in that day. The nursery staff will, of course discuss your child's day with you; however the Home Link Diary is a useful reference to take home.

## **Tweenie Room (2-3 years)**

In the tweenie room we also follow Pre-birth to Three Guidelines to provide the quality and experiences your child needs at this stage as they begin to assert their independence and individuality.

Your child will be encouraged to access resources and exercise freedom of choice about the activities they wish to participate in.

Stimulation, conversation, interactive play and learning to socialise, share and make friends is all part of the day in the tweenie room. Laughter is high on the agenda and noise is inevitable as eager and curious toddler's burn off boundless energy in a fun and energetic environment. We hope a balance of play and learning will satisfy the most curious toddlers as we aim to answer their favourite question - Why?

The nursery staff will support your child through toilet training and developing independence at meal times in a secure, caring environment.

## **Junior Room (3-5)**

Our pre-school team feel that it is very important for children to be able to explore as this provides numerous opportunities for unplanned learning. All children are learners and have a natural curiosity to explore new things as well as a wealth of already learned skills. We have found that the best way to assist and extend this unrefined learning is to accept all children as individuals and understand that each child learns in a different way. To start this learning process, we provide a safe and stimulating environment in which children feel happy and secure. By doing this and providing support, encouragement and praise, we help children make sense of real life situations, develop awareness of themselves and positive attitude towards others.

The nursery complies with the Curriculum For Excellence Framework 3-18 which aims to ensure that all children and young people in Scotland achieve the high standards of achievement, including attainment, needed for life and work in the 21<sup>st</sup> century and therefore helping children to become successful learners, confident individuals, responsible citizens and effective contributors.

The Early Years Framework and *Getting It Right For Every Child (GIRFEC)* highlight the importance of effective and sustained early intervention practises. These practises help to ensure that appropriate action is taken to provide the right level of support for children who are at risk of not achieving their full potential.

## **Healthy Eating and Exercise**

We are all aware of the importance of diet and exercise to maintain a healthy lifestyle. The children receive a morning and afternoon snack where fresh fruit and/or vegetables are always offered. Daily snack menus are displayed on notice boards in your child's room.

The children enjoy daily exercise both indoors and out, through music and movement, physical games and the use of our outdoor area.

### Collection of Children

We request that you name two adults who may collect your child from the nursery. 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 be asked for identification, or a password which has been agreed between yourself and the staff members.

### Open Access

Parents/carers are encouraged and welcome to visit the centre at any time throughout the year.

### Fees

Children entitled to a fully funded place must be born within eligible birth dates for the school session starting in August. These are laid down by the Scottish Government.

We charge a snack fee for fully funded children at 50p per session.

Priority will be given to Service Families and funded children living in the Wimberley catchment area, who enrol for 5 sessions.

### Day Care Rates

Morning Session	8:30am - 1pm	£18.00
Afternoon Session	1pm - 5:30pm	£18.00
Full Day Session	8:30am- 5:30pm	£35.00
Full Week Session	Monday - Friday	£170.00
Wrap around Care for Funded Children		£8.00 /session
Service Families - 5% Discount		

We do offer an extended service prior and post sessional times, if you wish to take advantage of this service then please speak to a member of staff.

Children attending the Centre are entitled to two working weeks annual holiday (August to July). Please give one month's notice, in writing prior to taking your annual holidays. Extra holidays will be eligible for a half fee reduction. Further information can be found in our Policy on Fees and Payment.

Fees are reviewed in March each year.

### Centre Closures

The Centre will be closed over the Christmas Period and Easter Monday. In addition to this the centre may be closed for staff training. Advanced notice of these dates will be given and no fees will be incurred for this period. Please note there will be no charge if the centre is closed due to adverse weather conditions or heating failures etc.

## **Policies**

We have an extensive number of policies and procedures in place including: Health and Safety, Equality and Diversity, Child Protection, Partnership with Parents, Allergy Procedure, Prevention of Infection, All our policies and procedures are displayed in the hallway for your information or you can request copies from the nursery manager.

Parents are invited to give comments or suggestions on each policy as it is reviewed.

## **Confidentiality**

All information regarding your child/family will be kept in the strictest confidence in accordance with the Data Protection Act.

## **Child Protection**

It is our duty to record and report any concerns regarding the protection of children by following the procedures set out in the Child Protection Policy Guidelines. We will record concerns using the pro forma provided. Concerns will be reported to the designated CALA officers either Val Gale or Stephanie Bruce. If immediate action is required we will contact Social Services for further guidance.

## **Security**

A security system is in place on the front door to ensure access by authorised persons only. We require notification of who is authorised to collect your child from the nursery. Under no circumstances will a child be allowed to leave the premises unless it is with a previously identified, authorised person.

## **Recording Children's Progress**

The centre is required to keep records for each child to ensure that we are providing the fullest possible range of learning experiences. In order to achieve this we maintain individual folders containing dated samples of their work, e.g. paintings drawings and collage, throughout the year and some written observations made informally during play activities. These enable us to monitor progress and the effectiveness of our activities, and allow for relevant future planning taking place. Parents are welcome to look at and chat about their child's folder with a member of staff and will be offered a more formal opportunity to discuss their child's progress towards the end of the year.

It is a Local Authority requirement to complete an Individual review to pass onto the receiving Nursery or Primary school to inform and ease the transition from one setting to the next.

If you are concerned about your child's progress at any time during the year, please ask to speak to the senior playworker.

## Reporting children's progress to parents

We believe in involving parents in the education of their child and to achieve this we aim to:

- Regularly inform parents by exchanging information informally on a daily basis
- Provide a regular newsletter for parents
- Seek parents views by written questionnaire, when appropriate
- At the end of the academic year provide parents with a written report and opportunities to come along to a parent's Open Day to discuss it.

## Complaints Procedure

If any member of the centre has a complaint they can:-

Informally discuss the issue with the Centre Manager Angela Dickson or Angela Hewitt Centre Co-ordinator. This informal complaint should be discussed, investigated and resolved within 7 working days.

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 Care Inspectorate (SCSWIS - Social Care and Social Work Improvement Scotland (SCSWIS) directly:

Care Inspectorate Complaints Procedure—making a complaint.

You can make a complaint about a registered care service using any of these formats:-

1. Fill in the Care Inspectorate form online—[www.scswis.com](http://www.scswis.com)
2. Telephone or write to any of the regional offices or headquarters:-
3. Go to any of the Care Inspectorate Offices

Regional office - Inverness - 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*

## Responding to your Complaint

The Care Inspectorate 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. You will receive 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 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.

## Care and Learning Alliance (C A L A)

Childcare & Learning Support Services  
for children 0-18 and their families

Care and Learning Alliance is a Scottish charity, committed to the support of families with young children and the development of quality care and education in a wide range of childcare groups, which respect the rights, responsibilities and needs of all children and their parents or carers.

*Finally, welcome* once again to **Wimberley Estate Childcare Centre**, we hope your child will have a very valuable and happy time with us.

Angela Dickson      Centre manager - 07513 256272

Angela Hewitt      Centre Co-Ordinator - 01463 222115



Email: [wecc1cala@aol.com](mailto:wecc1cala@aol.com)

[www.careandlearningalliance.co.uk](http://www.careandlearningalliance.co.uk)



## Getting it right for every child - Working together

Getting it right for every child (GIRFEC) aims to improve outcomes for all children and young people by promoting a shared approach that builds solutions with and around children and families. It enables children to get the help they need when they need it. Everyone working with children and young people should use one consistent and fair approach to work more effectively together to improve outcomes for children and young people, sharing information where it is useful to do so.

In partnership with you, we would consider if there are things that could be done to support the child/young person within this setting. Together we may decide that some advice or support from the child's Named Person or other professional working with the child would be helpful.

Personal information about you or your child/young person will not be shared with any agency without your express permission, except when a child is at risk of harm. (We would then keep a record of concerns).

By working together with you the parent, your child and where appropriate the child's Named Person or other professional, we aim to get it right for your child.

### Pre-school Statement:

#### **GETTING IT RIGHT FOR EVERY CHILD: Working together**

This pre-school education centre works closely with 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.

We have a Link Health Visitor, who visits the centre at least once a term. Her/his main role is to offer advice on children's development and to be the lead person if your child requires any extra support. S/he will also liaise with your own Family Health Visitor.

Our centre's Link Health Visitor is: Nikki Morton

Tel. No.:010463 706703

If your child would benefit from help from other agencies, you will usually 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 it is believed your child's immediate safety is at risk, we can share their 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.*

(Agreed by Highland GIRFEC & Early Years working group, amended November 2007)

## Missing from Early Years Education Service

In relation to further improving child protection strategies, the Highland Council Education Culture and Sport Service, working as a partner within the Highland Child Protection Committee, has recently developed a policy for helping to identify children missing from education.

Although not a statutory service it is recognised that a process highlighting when young children are missing from early years education would also be helpful as a strategy to protect our vulnerable three and four year olds.

**If you know your child is going to be absent (e.g. holidays, illness, visits out with local area) it is essential that you inform the centre staff in writing by using the slip below. However if you do not know in advance i.e. sudden illness, a telephone call to inform the centre staff will be sufficient.**

**If your child's regular attendance stops and we do not hear from you, we will ask the centre's Link Health Visitor to contact you.**

*Name of child:* .....will be absent from the centre

from:.....to.....

Signed: (Parent, Carer, Guardian) .....

Print Name: .....

Date: .....

Parent provided with the tear off copy:      Yes/No.....

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Copy for Parent/Carer/Guardian

*Name of child:* .....will be absent from the centre

from:.....to.....

Signed: (Parent, Carer, Guardian) .....

Print Name: .....