

Handy Family Guide for Early Learning and Childcare

Sutherland Stepping Stones



Hello,

The warmest welcome to our childcare setting, thank you for choosing to enrol with us. We provide high quality care and learning experiences with professionally qualified, caring and nurturing practitioners, whose primary concern is the well-being of your child. Great care is taken to ensure that we provide stimulating, motivating and appropriate experiences based on children's interests, which support their all-round development, at pace suited to their individual needs.

Children and their families are at the heart of our service and we are really looking forward to working in partnership with you. We have produced this 'handy guide' to help you settle your child into our setting and refer to whenever you need to.

If you have any questions or queries, please speak to the manager and or the practitioners at any time, we are here to help!

We look forward to building warm, positive relationships with you and your child.

How to contact us:

Sutherland Stepping Stones

Education Department

Brora

KW9 6PG

Telephone: 07791156725

Email: steppingstones@calachildcare.co.uk

Website: www.careandlearningalliance.co.uk

Manager contact details: Annarie Heneghan

Tel: 07957648251

Email: a.heneghan@calachildcare.co.uk |

[Click here](#) to find our Care Inspectorate registration number and latest Report



Our session times

Day	Session times	Fees
Monday	8am – 5.30pm	Hourly rate = £7.50
Tuesday	8am – 5.30pm	Full Day = £40 AM or PM session = £ 22
Wednesday	8am – 5.30pm	Holiday AM or PM = £18 (school aged children)
Thursday	8am – 5.30pm	Holiday Full Day = £35 (school aged children)
Friday	8am – 5.30pm	Holiday Full Week = £160 (school aged children)
We operate all year round*		PM session (SAC) = £12 (school aged children)
		Full week (SAC) = £55 (school aged children)
		Breakfast Club = £8.00 (school aged children)
		Breakfast Club Drop Off - £5.00 (school aged children)

Our Team

We pride ourselves on having a consistent staff team of dedicated [qualified](#)** childcare professionals who strive for the highest standards of childcare and early education in a safe and stimulating environment, where children learn and develop through nurture and a wide range of quality play.

Our staff team access continuous professional development helping to ensure their knowledge and skills are sustained and kept current. All CALA practitioners are PVG checked and registered with the Scottish Social Services council.

For further information and photographs of our staff team [click here](#)



About Care and Learning Alliance

Our organisation Care and Learning Alliance (CALA), has been running for over 40 years and is the largest 3rd sector childcare charity in Highland and Moray.

CALA delivers a wide range of services focused on high quality support for children and families through flexible and innovative approaches to meet the various and unique needs of communities in Highland, Moray and beyond.

Vision Statement:

- All children have time and opportunity to play and develop as creative, confident, successful individuals with a love of learning and a respect for others.
- Parents reach their full potential creating confident, robust families.
- Inclusion and diversity are embraced and celebrated within our communities, where families are recognised as full and active participants.

About our setting

Sutherland Stepping Stones is situated in Brora Primary School grounds, joined on to the local community centre.

We pride ourselves in offering the highest possible standard of Early Learning and Childcare within a friendly, nurturing fun and homely environment.

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Settling your child into the setting

We recognise that coming to childcare for the first time may be a new experience for both you and your child. We are here to work in partnership with you to make the transition as smooth as possible, supporting your child's developing independence, sense of trust and security outside of the home setting.

During the first few days, we will organise some time at the start of each session for you and your child to explore the setting and play. All children are unique and will settle at their own pace therefore for some this may continue over a few weeks. When you are ready to leave, please tell a member of staff who will be on hand to support your child to wave goodbye and engage them in play. When leaving, we do encourage you to simply say goodbye reassuring your child you will return later.

Sometimes a child may be distressed when their parent leaves, please be reassured that this is a normal reaction/stage for some which generally does not last long. Our experienced staff will comfort and support your child to settle and we encourage you to contact us by phone so that our staff can give you an update. On rare occasions where a child continues to be distressed, rest assured our staff will contact you. We will work together to support your child's individual needs.

What to pack

Your child will be allocated their own personalised coat peg. We recommend that you provide your child with a zipped bag to hang on their peg containing the following as a minimum:

- A complete change of clothes. Please pack extra if your child is toilet training
- Wellingtons/boots
- Indoor shoes
- Weather appropriate clothes – hats/gloves in the winter/sun hats in the summer
- In summer, a labelled bottle of sun cream
- Where applicable: nappies and wipes.
- A waterproof jacket/warm coat

NB. In accordance with the Scottish Government's national standards for Early Learning and Childcare, your child will be engaging in outdoor play and learning on a daily basis.



Drop off/Collection/Keeping your child safe

You and your child will be welcomed by a member of our staff team and invited to share news or any information to help us really get to know about your child. You will 'sign in' your child in on arrival.

On collection, our team member will share key aspects of your child's day with you. Please sign your child out. If you have arranged for someone else to collect your child who is not named on your enrolment form, please make sure you notify staff in advance and ensure the person collecting has the necessary password. Please note your child should be collected by the time stated on your booking form at the latest.

Should you find that you are unexpectedly delayed, then please contact the setting as soon as possible, giving your expected arrival time. It is very important for our staff-child ratios that children are picked up by the time agreed. If attendance extends 15 minutes over the arranged hours, £10 may be charged per 15 minutes.

Please note that if we do not hear from you and staff are unable to contact you or your emergency contacts within 30 minutes of your pre-arranged collection time, Highland Council Social Work department may be contacted for guidance.

Closure

In the event our setting is closed due to Coronavirus permanently or temporarily, parents/carers will be offered a refund or the option to rebook for sessions paid (non-funded hours) in advance

Snacks/Mealtimes

We will provide a healthy mid-morning and/or mid-afternoon snack, with fruit, milk and water available. Where you have included any known allergies for your child on the enrolment form, your child's key worker will discuss this with you agree safe protocols to manage your child's allergy in the setting.

If your child is attending over the lunch period 12pm – 1pm you should provide a packed lunch. The centre has a packed lunch policy and you will be given a copy of this.

Food provided takes full account of the [Healthy Eating Policy](#) and the national guidance for the provision of food for children in Early Learning and Childcare.

For further information on this [click here](#)

What happens if my child is ill?

If your child is ill, we would be grateful if you could inform us at the start of the morning.

In accordance with NHS Infection Control, we operate a strict 48hr exclusion period for sickness and diarrhoea.

Further information on common childhood communicable diseases and their exclusion times are displayed on our notice board. For further information on exclusions on childhood illnesses [CLICK HERE](#)

If your child becomes unwell or has an accident whilst in our care, you or your emergency contact will be notified. Where an accident/incident has occurred, you will be required to sign a completed accident/incident form and provided with a copy.

COVID-19

'Test and Protect' is Scotland's approach to preventing the spread of coronavirus in the community. We follow these procedures and operate strict measures in accordance with the current government guidance. Clear guidance is displayed for you on our notice board.

[Click here](#) for further information.

Children's medication

In accordance with 'management of medication' guidance and legislation from the Care Inspectorate, you are required to complete a medication consent form, giving clear instructions and authorisation for us to administer medication.

N.B.

- All medication requires a prescription label and you must have already administered the first dose.
- For safety, medication must NEVER be left in your child's nursery bag.

Emergency closures

In the event of adverse weather:

- Listen to [Moray Firth](#) Radio. Where our setting's local primary school is closed then the setting may be closed also.
- Check the [CALA Website](#) and or [CALA Facebook](#) for updated information on our setting
- Where our staff team risk assess that children need to go home earlier than planned due to deteriorating weather, we will contact you or your emergency contact to come and collect your child as soon as possible.

Keyworker

Nurturing relationships and parents as partners are key to a child's development therefore your child will be assigned a 'key worker' soon after enrolment. Your key worker will take the lead for providing responsive care, following your child's care routines and will support you to complete a care plan (within enrolment form) to enable us to meet your child's individual needs.

Your keyworker will take a special interest in your child, really getting attuned to their needs and interests, to enable them to nurture their all-round development and well-being. They will plan experiences based on your child's needs, interests and stage of development and will report on your child's progress, efforts and achievements and be on hand with advice and support for you and your child.

Our staff team works closely together, sharing observations and information on all children, supporting continuity of care and ensuring play and learning needs are met. Should your key worker be absent, you will still see a team member at the beginning and end of the day who knows how your child is doing and will respond to questions or concerns you may have.

My Learning Journey

All children have a personal 'Learning Journey' folder which demonstrates their progress across the curriculum which includes photographs, practitioner observations and examples of your child's engagement in learning through play.

Key workers will support your child through learning conversations to recognise their own achievements, and input to provocations for next steps in their learning. Learning Journeys are displayed within children's easy access to support their sense of ownership. Please ask your child and/or staff team member to look at your child's Learning Journey regularly. As parental involvement is key to children's learning, we actively encourage your comments and sharing of information. Children love reflecting on their achievements and hearing comments from parents or other family members; this supports their sense of self as learners.

Key workers may also complete a 'Developmental Overview' for all relevant aged children. Where a Development Overview form is used, it will be completed over the course of the year and filed at the back of your child's Learning Journey. As part of our partnership agreement this information is shared with Highland Council to support the provision of educare and transition.



Funded provision

Funded early learning and childcare (ELC) is available to all three - and four-year olds in Scotland. Your child will be eligible for funding from the term following their 3rd birthday. Where places are available, there is the option to enrol your child with us in the week after their 3rd birthday payable by you at £5 per hour until funding begins in the following term.

We also have a limited number of spaces for funded 2-year olds. For further information on the criteria for funding for 2-year olds – [click here](#)

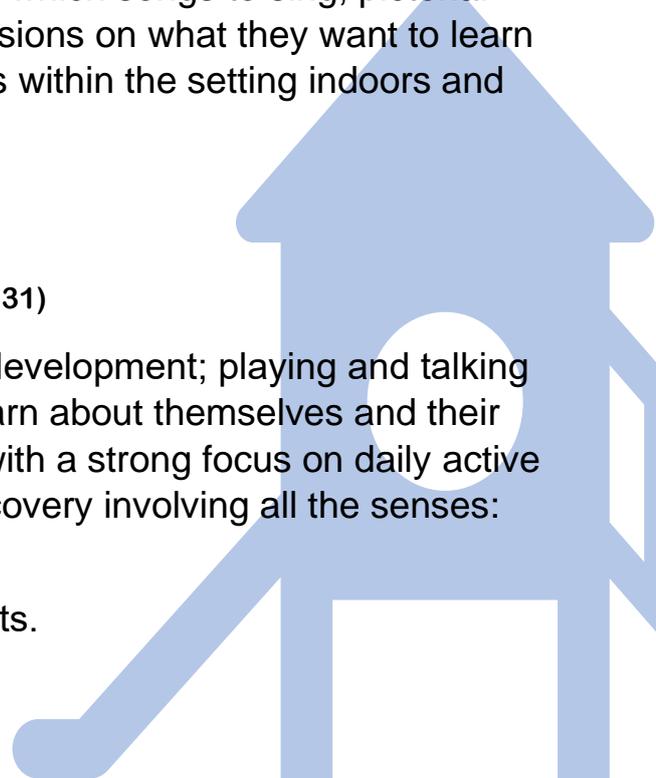
Children's Participation

Children's rights (under the United Nations Convention on the Rights of the Child (UNCRC)) are embedded in all that we do in particular children's right to play, privacy, to be safe, healthy, be listened to and have their views taken into account. We want your child to be happy, confident and secure, have choices and know that they have a voice. Our experienced staff team support this in practice through age appropriate ways eg. from choosing cards/props of which songs to sing, pictorial timelines to influence the routine of the day, discussions on what they want to learn and how, how to spend funds raised, revamp areas within the setting indoors and out.

Children's right to play (UNCRC, Article 31)

Play constitutes an important part of every child's development; playing and talking are the way in which babies and young children learn about themselves and their environment. Our purposeful play is well planned with a strong focus on daily active learning through exploration, investigation and discovery involving all the senses: the tools of learning.

[Click here](#) for further information on children's rights.



Positive Behaviour

We promote and support children's positive behaviour through role modelling, encouraging sharing, playing co-operatively, caring for others, emotion coaching and using our knowledge of each individual child.

Simple 'group rules' developed in consultation with children and are positively worded to support their awareness of being responsible, safe, have consideration for others and the environment and acceptable behaviour.

[Click here](#) to see our Behaviour Management Policy or ask in our setting.

Child Protection

Every child has a right to feel safe and be protected from any situation or practice which results in physical or psychological harm. Where we have concerns about a child's physical, sexual or emotional wellbeing we will record the details and if necessary, take appropriate action. Records are confidential; however, where a child may be at risk of harm, this information may be shared with other agencies. For information on our Child Protection Policy, just ask a member of staff.

[Click here](#) for further information on keeping your child safe.



Parents as partners

We place great emphasis on developing a positive relationship to work in partnership with you as your child's most important educator, based on trust, mutual respect, open communication and shared, informed decision making.

To further support this, we have developed a dedicated ' on our website to provide you with a wide range of information including the curriculum, how we nurture children's learning, ways you can support your child's learning, fun play and learning ideas to try, health and wellbeing, national standards and much more.

Click to access the

PARENT PORTAL

Armed Forces Parents

Highland Council is committed to supporting the needs of children and young people and their families from Armed Forces families: serving, reservist and veteran.

We work in close partnership with them to ensure you can access specific support, and more information is available by [clicking here](#)

Compliments and Complaints Policy

CALA are committed to continuous improvement; therefore, we welcome and value comments on what you feel we have done well and/or improve. We use these to support our commitment to quality and our aspiration to be the best that we can be.

For further information on our Compliments and Complaints procedures:

- See our setting notice board
- Ask any member of staff for a copy of our Compliments and Complaints Policy which includes the relevant forms to submit.
- [Click here](#) to access a copy

To make a compliment or complaint you can also do this directly by clicking the button below.

[ONLINE FOR
COMPLIMENTS AND
COMPLAINTS](#)

We hope you find the key information useful, please do not hesitate to contact us with any further questions.