


The Ark Out of School Care Service

A pixelated rainbow arching over the text. The rainbow is composed of many small, colored squares in the traditional rainbow spectrum: red, orange, yellow, green, cyan, blue, and purple. It forms a smooth, upward-curving arc.

Parents Handbook

**Glasgow City Mission Child and Family Centre
4 St Kenneth Drive
Linthouse, Glasgow
G51 4QD**

Tel: 0141 445 3551

Dear Parent/Carer

The staff at The Ark Out of School Care Service would like to extend a warm welcome as you and your child(ren) join our group. We hope that this Handbook will provide useful information about our Out of School Care Service.

If you have any questions, concerns or require further information please feel free to speak to a member of staff.

During your stay with us we will ensure that a happy and successful partnership is established between all staff, parents/carers and children.

Yours Faithfully

Anne Scott
(Project Manager)

The service

The Ark is a 33-place Out of School Care provision. The service was established due to the need for parents/carers in the local community to have a safe place for their children after school hours, before they return home from work or study.

The service aims at providing high quality affordable childcare in a safe, stimulating and welcoming environment.

The staff

The Ark have a quality team of staff who are committed to ensuring that your child has access to a wide variety of opportunities, stimulating experiences, and support to develop their skills and talents in order to help them reach their full potential.

All staff hold a recognised qualification in childcare and education and are continually developing their personal and professional development.

Operating times

Term-time	Monday - Friday	3 - 6pm
In-service/mid-term	Daily	8.30 - 6pm
October week holiday	Monday - Friday	8.30 - 6pm
Easter holidays	Monday - Friday	8.30 - 6pm
Summer holidays	Monday - Friday	8.30 - 6pm

Periods of closure

Christmas/New year	2 weeks
Public holidays	

The programme

Our programme provides a variety of age and stage appropriate activities including arts/crafts, sporting activities, games music, library corner, computing, play station 2, trips and outings etc. Staff offer well-supervised structured and non-structured activities throughout the session based on the children/young peoples interests.

During the **school term** our experienced childcare staff will pick the children up from school. The children will be provided with a nutritionally balanced snack and kept entertained with a wide variety of age and stage appropriate activities and experiences to choose from until you come to collect them. There will also be opportunities for your child to attend various outings each week.

During **school holidays and in-service days** parents/carers will be responsible for dropping their child off and signing them in and out. Although children will be provided with a variety of nutritionally balanced snacks at different times throughout the day, parents will be required to supply their child with a packed lunch each day. During this time there will be a wider variety of activities and experiences for the children to choose from, i.e. additional opportunities to attend various trips each week to places of interest.

Costs

The cost of the service is as follows:

Term-time	£27.00 per week
Holidays	£45.00 per week
In-service/Mid term	£9.00 per day

Payment of fees

Fees for the week must be paid in advance of your child attending the service i.e. the Friday prior to the week you wish your child to attend.

Fees can be paid weekly, 2 weekly, 4 weekly or monthly.

Payment of fees whilst your child is absent

If your child is absent from the project at any time, fees must still be paid in order to secure your place and sustain the project running costs.

Absence

If for any reason your child is going to be absent from the Out of School Care Service, the service must be notified prior to 11.30am on the day of your child's absence. Please keep a copy of the services telephone number with you at all times. Our telephone number is 0141 445 3551. After 3 weeks absence, unless there are special circumstances preventing your child from attending the service, the place reserved for your child will be terminated and given to another child on the waiting list.

Collection of children

The service must be notified of the person(s) authorised to collect your child and we must have a specimen of the person(s) signature. Children will not be released to anyone under the age of 16 years. The person collecting your child must sign the daily register before leaving the premises.

If you are going to be late for your child please contact the Out of School Care Service as soon as possible. If parents/carers are late in collecting their children more than twice in a one-month period there will be an automatic surcharge of £5 added to their fees to cover the cost of staff overtime.

In the event of your child not being collected before 6pm, we will endeavour to contact yourself and/or emergency contact. If after a reasonable time we are unable to trace either person or there is a refusal to collect the child, as a last resort we will contact Social Work standby who will then become responsible for the care of your child.

Registration

When you register for the service you will be asked to complete a registration form. This information is confidential and will remain locked up at all times

Medical conditions

The service must be informed at the time of registration of any medical condition that your child may have. Parents/carers will be required to complete documentation to enable administration of prescribed medication. All medication must be given over to a member of staff for safe storage.

Special dietary requirements and allergies

It is important that we have as much information on your child as possible. If your child has a special dietary requirement or allergy please inform a member of staff so that this information can be recorded and passed on to other staff members to ensure your child's needs are met accordingly.

Emergency contacts

Parents should name the emergency contacts at the time of registration. The emergency contacts should be people known to you, who are willing to collect and care for the child if he/she becomes unwell or has an accident. If your child becomes unwell or has an accident, the parent/guardian will be contacted in the first instance. If we are unable to do this then we will contact the authorised emergency person(s) to come and collect your child.

Parental help

Parents are made welcome at the Out of School Care Service at all times. If you can help us out in any way by sparing some time to help out in the project, ideas on trips/outings and activities, fundraising etc this would be much appreciated.

Lost property

Unfortunately staff cannot be held responsible if your child loses any items, such as clothing, money, toys etc while attending the Out of School Care Service. We would really appreciate if you could speak to your child about taking good care of their own belongings, for example, putting their school jumper in their bag. Since many of the children's school clothes look the same it may be helpful to label your child's clothing/belongings so that they can easily be identified.

Information

The staff team will keep you up to date with all aspects of our work through bi-monthly news letters, notice board, letters, and by pre-scheduled formal discussions, and informal discussions as you bring or collect your child from the Out of School Care Service.

Staff will do their best where necessary to provide all information In other languages or form of communication.

Aims and Objectives

The aim of the Ark Out of School Care Service is to provide children/young people with opportunities, stimulating experiences, and support to develop their skills and talents in order to help them reach their full potential.

To that end the Out of School Care programme will:

- Be open to children of parents/carers in the Greater Govan area who are in employment or training.
- Provide after school care and holiday care to children of school age up to 12 years.
- Provide consistency of care to each child/young person as an individual in a safe, stimulating and welcoming environment, which represents the home cultures of all the children.
- Provide a wide variety of age and stage appropriate educational and recreational fun focused activities, for example, art/craft activities, sports, music, games, baking, library area, computing, special interest areas, trips and outings to local places in the community and beyond.
- Provide nutritionally balanced snacks.
- Act as a link between the home, school, and Out of School Care Service.
- Promote self-esteem, dignity, privacy, independence, choice, social acceptable behavior, and the development of interpersonal relationships.
- Establish and maintain partnership with employees, volunteers, students, parents/carers, local community, other agencies, and the children/young people themselves.
- Ensure that all staff have a recognised qualification in childcare and education, and continue personal and professional training and development.
- Meet all relevant legislation applying to it.
- Take account of local, national and Scottish Out of School Care guidance in its activities
- Promote policies and procedures that promote its aims in practice, and make these known to all staff, students, volunteers, parents/carers, and children/young people.

Admission Guidelines

The Ark Out of School Care Service welcomes applications from parent/carers of children/young people of school age up to 12 years who attend any of the schools in the Greater Govan area.

Our admission policy is governed by the following principles:

- Allocation of places is based on equality and fairness.
- Places are initially offered in order of application. The waiting list is operated on a first come first served basis.
- There will be a charge for the Out of School Care Service to help cover the running costs. The cost will be £27 per week during term time and £45 per week or £9 per day during in-service days and holidays.
- We will work in partnership with parents/carers in caring for children/young people. Staff have both the time and the training to welcome parents/carers, children/young people to the Out of School Care Service.
- Parent/carers will be provided with sufficient information about the service, and it's operation to enable parents/carers, children/young people to make informed choices about the service provision. Parent/carers will be required to make at least one pre-admission visit with their child prior to taking up a place.
- At the beginning of the term the Project Manager will inform parent/carers of all aspects of the service offered, and every parent/carer will receive a copy of the Out of school care Service handbook. This will include Health and Safety, daily routines, staff/parent/child relationships, behaviour management, activities, record keeping etc.
- Individual needs will be discussed. This will include allergies, medication, special dietary requirements, interests, likes, dislikes and the child/young person's home circumstances, (if the parent/carer feels this information is relevant).

Confidentiality will be adhered to in all aspects regarding this document

Equal Opportunities Policy

General Statement

Glasgow City Mission supports the principle of equal opportunities in employment and service provision. We oppose all forms of unlawful or unfair discrimination on the grounds of race, colour, nationality, ethnic or national origin, religion, marital status, gender, disability or age. Our aim is to provide and promote equality of experience and opportunity for those adults and children who use our service or work to provide them.

Out of School Care Policy

The Ark Out of School Care Service seeks to provide a non-racist, non-sexist environment in which children/young people are encouraged to celebrate their own culture and that of others.

In terms of the day-to-day running of the centre this means that we will ensure that: -

- Staff use non-sexist and non-racist language at all times.
- Staff will use positive language, which does not stereotype or categorise male and female roles and behaviour, for example, girls can be builders and boys can be nurses.
- Sexist and racist talk is to be discouraged in the Out of School Care Service and it will be challenged if and when it arises.
- Language is used which promotes an anti-racist ethos within the Out of School Care Service, for example, welcome signs in a variety of languages, dual language story books where appropriate.
- There are a wide variety of toys and resources, which do not stereotype race or gender.
- Activities are not gender specific and all areas, activities and resources are available to both boys and girls.
- All children/young people are encouraged to participate in tidying up.
- Books, toys and equipment promote non-stereotyped, positive male and female roles.
- Multicultural festivals are celebrated within the Out of School Care Service and phrases, language and information used is accurate. Where appropriate parents from different ethnic backgrounds will be encouraged to participate in these activities.

Behaviour Management Policy

At the Ark Out of School Care Service we aim to provide a safe, secure and caring environment where children/young people learn to respect each other and the adults who look after them. We believe that part of a child/young person's experience of Out of School Care is to learn appropriate behaviour in a social setting, which will ultimately leads to self-discipline.

Children/young people will be encouraged to follow a behaviour code, which will preserve the safety and well being of all:

Acceptable behaviour

Show respect to all club users
Value each other
Listen to others point of view

Unacceptable behaviour

Swearing or use of abusive language
Bullying or threatening others
Use or threatening physical violence

We do not believe in the concept of punishment, therefore we do not have a naughty chair or corner or any other form of sanction, which may demean or humiliate a child/young person. Children/young people are never labelled 'bad' or 'naughty'. Disapproval is always focused on the behaviour and not the individual.

Children/young people are helped to develop a sense of right and wrong. This involves praising acceptable behaviour and encouraging positive interactions as well as intervening to deter disruptive or anti-social behaviour.

It is our aim to guide children/young people by example and by explaining why certain kinds of behaviour are unacceptable. Should a child/young person's behaviour prove disruptive, he or she will be removed from the situation to sit beside an adult for a few minutes, in order to help the child reflect on their behaviour, calm down and gain control.

Parents/carers will normally be informed of any incidents involving their child and their views sought on reasons for the behaviour. If necessary longer-term strategies for helping children overcome behavioural issues will be jointly developed with staff and parents/carers. If appropriate, and with the agreement of the parents/carers, the advice of other professionals may be sought.

Confidentiality Policy

The Ark Out of School Service's work with children/young people and families brings us into contact with confidential information. To ensure that all of those using and working in the Out of School Care Service can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children, but will not have access to information about any other child(ren).
- Staff will not discuss individual children/young people, other than for purposes of curriculum planning and group management with other people than the parents/guardians of that child.
- Information given by parents/guardians to the project manager or key worker will not be passed on to other adults without permission.
- Any anxieties/evidence relating to a child/young person's personal safety will be kept in a confidential file and will not be shared within the group except with the child/young person's key worker and the Nursery Manager.
- Workplace students observing in the project are advised of our confidentiality policy and are required to respect it.

All undertakings above are subject to the paramount commitment of the Out of School Care Service, which is the safety, and well being of children/young people as individuals in their own right. "See policy on Child Protection"

Complaints Procedure

If you have a concern or complaint about any aspect of the Out of school Care Service and/or your child's care while attending the project, you should feel free to bring this to the attention of a member of staff. You have the right to expect the member of staff to take your comments seriously and to either deal with the issue immediately, if appropriate, or bring it to the attention of Anne Scott, the project manager.

Formal Complaint

If you feel that, having brought the situation to the attention of staff, no action has been taken, or you are unsatisfied with how your complaint was dealt with, you may make a formal complaint. To do this you should put your concerns in writing to Anne Scott. You have the right to expect a written reply within 7 days of making your complaint and a record will be kept of your complaint and the action taken to address it.

Further Action

If, after taking the above steps, you are still unsatisfied with the outcome, you may make a written complaint to:

Stuart Valentine
Chief Executive of Glasgow City Mission
19 Elderpark Workspace
100 Elderpark Street
Glasgow G51 3TR

Who will investigate the matter and attempt to find a satisfactory resolution.

If you have not had your complaint dealt with to your satisfaction please contact:

Care Commission
Floor 4
No 1 Smithhill Street
Paisley
PA1 1EB

Special Educational Needs Policy

Staff at the Ark Out of School Care Service will make every effort to ensure a child/young person's needs are at the centre of policy and decision making, so that the child/young person's needs are routinely taken into account when framing and implementing educational policies.

To that end we will:

- Ensure equal access to the Out of School Care Programme for children with special educational needs.
- Be flexible and responsive to every child/young person's individual needs.
- Provide a broad and balanced programme of activities, which supports each child/young person as an individual, and help him/her to develop to their full potential.
- Identify the child/young person's special educational needs through consultation with parents, staff, and external agencies.
- Promote positive strategies to help support the child/young person's learning and development.
- Allocate the child/young person to a key worker. This is a member of staff responsible for planning, recording, and evaluating the child/young person's progress.
- Ensure that all children are challenged appropriately through careful planning and staff interaction.
- Promote effective links and good communication with all parents/carers and other professionals.
- Implement national, local, and the Scottish Out of School Care Network guidelines with regards to children/young people who have special educational needs.
- Access training for all staff to increase their skills and knowledge to support children/young people with special educational needs.

Health and Safety Summary

“The policy of Glasgow City Mission is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, volunteers and people who use our service, and to provide such information, training and supervision (as applicable) as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.”

Accidents

All accidents must be reported verbally to the Nursery Manager. All accidents no matter how minor must be recorded in the accident book, which is kept in the first aid box in the main office.

First aid

The main first aid kit is located in the main office and a smaller one in each room. All staff are trained in first aid procedures.

Fire

Our fire procedure is clearly displayed on the public information notice board detailing all exits and location of fire extinguishers. It should be your main priority to exit the building in the event of a fire.

General

Copies of the Health and Safety Policy are readily available from Anne Scott and are also on display in the parent's room. Please familiarise yourself with them. Any suggestions you may have regarding health and safety can be discussed with Anne Scott.

Child Protection?