



Hilton Early Learning and Childcare Handbook 2024 – 2025

**Hilton Primary
Temple Crescent
Inverness
IV2 4TP**

Tel: 01463 251941

Website: www.hiltonprimary.gov.uk

*Teamwork makes the dream work: Let's Work Together
Fun, Honesty, Caring, Respect and Teamwork*



WELCOME

We are delighted to welcome both you and your child to our Early Learning and Childcare setting (ELC). We value our partnerships with children and families and recognise you as the first and most important educator of your child. Children develop a greater sense of wellbeing, and their learning benefits from close working relationships between families and practitioners, therefore we seek to build mutual trust, respect, and nurturing relationships through effective communication.

Our professional practitioners are committed to provide the highest quality learning experiences for all the children to help them achieve their best potential.

This handbook introduces you to our early learning setting in a general way and provides the practical information you will need on a day-to-day basis.

Opening times: Monday to Friday 8 am – 5pm Current times subject to change

Whilst the information in this handbook is considered true and correct at the time of publication, changes in circumstances after the time of publication may affect the accuracy of the information.

At Hilton ELC, we value working in partnership with children and families, as this will ensure your child is given the best possible learning experiences that match their interests and stage of development. Our experienced Early Year Practitioners (EYP's) provide a varied play-based curriculum that supports children's curiosity, inquiry and creativity.

There are daily opportunities to engage with practitioners as you arrive or leave the setting, however if you wish to have a more in-depth discussion, we advise making an appointment to ensure that the time and space is protected for this.

Parents and carers are always welcome to join in any of our sessions for stay, play and learn, and we encourage you to share this experience with your child as this gives you a chance to be involved with your child in a different environment, and to develop a deeper understanding of the type of play and learning your child experiences during their time with us in ELC.



The Senior Management Team

Head Teacher: Mrs. Kathryn Reid – Hilton.Primary@highland.gov.uk.

Depute Head: Mrs. Margaret Lisle

Principal Teacher Early Years: Miss Angela Grainger

Peripatetic Childcare Manager: Miss. Kolette Fraser

The Early Years Team

Senior Early Years Practitioner

Miss Natalie Mackay

Early Years Graduate

Miss Emma Slaney

Early Years Practitioners

Mrs. Debbie Cruickshank
Mrs. Louise Esslemont
Miss Anna Harkness
Mrs. Helen Kelly
Mrs. Eleanor Lee
Miss Morag Nicolson
Mrs. Claire Rae
Mrs. Andrea Wade
Mrs. Michelle Wooley

Support Worker

Mrs Hannah Hogg
Mrs. Shona Macdonald
Mrs Christina Cowen

Out of School Assistant

Mrs. Maud Shum

Out of School Auxiliary

Miss Kerri Macmillan
Mrs. Michelle Nicholson

ELC Clerical

Mrs. Barbara Graham



Curriculum

Early learning is great fun!



We follow the Curriculum for Excellence for children aged 3-18 starting at the early level, which continues into Primary 1. Children at this stage learn through being play and through active exploration and discovery of their natural environment. We create attractive, stimulating and dynamic spaces for learning both indoors and out. These varied opportunities for children help them to develop skills for learning, skills for life and skills for work.

There are 8 key curricular areas of learning

Literacy and English

In this area the children:

- learn to listen and talk to others, learning new words and phrases to share ideas with others
- learn to take turns in talking and listening
- learn to listen and watch for useful information
- learn to enjoy and explore stories, rhymes, information books and other texts
- begin to recognise their own name and some other letters and words which they see in their world
- begin to experiment with mark making during play using a range of writing materials
- have fun with words during storytelling, rhymes and singing
- share imaginative ideas as they play

Sciences

Within science, the children will have opportunities to investigate and explore:

- the natural world
- materials

Social Studies

Children are interested in themselves and the world around them; this will be developed through looking at:

- people and places in my environment
- in the past



Health and Wellbeing

In this area the children:

- develop confidence and a sense of security
- make friends and learn to play and cooperate with each other
- become more independent
- make choices
- care for other people and their surroundings
- Tell others how they feel and what they like best
- Enjoy active play and become more confident in movement
- take part in energetic activity indoors and outdoors
- develop skills like running, climbing, throwing and catching
- learn to make delicate movements with fingers and
Hands, for example by doing jigsaws, fastening zips or
Using pens and pencils
- Become aware of the importance of health and fitness

Technologies

The children live in a world full of technology and their play and learning across the curriculum is enhanced through

- the computer
- the digital/video camera
- the digital microscope
- remote controlled toys
- battery operated equipment
- music systems
- Everyday technology e.g.,
torches, microwave cooker,
popcorn machine etc.

Numeracy and Mathematics

In this area the children, through play and activity learn about:

- matching, sorting and grouping objects according to different criteria
- recognising, counting and sequencing numbers
- patterns, shapes and sizes in the world around them
- money and how it is used in their world
- times and seasons, charts, calendars and clocks



Religious and Moral Education

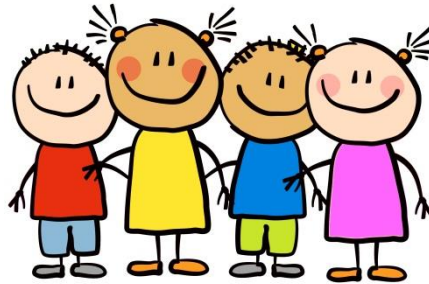
Throughout the year at various times the children will discover more about their world

- celebrations customs and Festivals
- respect belief and cultures of others

Expressive Arts

In this area, the children learn to express their ideas and feelings through:

- painting, drawing and modelling
- acting out situations in role play
- singing and making music
- Movement and dance.



Values

Caring Fun, Honesty, Respect & Teamwork

Aims



- To provide a safe, stimulating and welcoming environment where children are happy and secure and feel a sense of belonging
- To value each child as an individual and encourage the development of confidence, self-esteem and respect for the feelings of others.
- Promote children's learning through play by providing a challenging and dynamic curriculum that meets the needs of the individual child.
- To develop positive relationships with families and value children's experiences out with ELC and encourage parents to share in their children's learning in ELC
- Maintain an ethos that recognises, promotes and celebrates diversity ensuring that all members of our learning community feel safe, valued, included, respected and are treated fairly.
- To ensure a smooth transition from home to the early learning setting and from the early learning setting to P1 through a variety of strategies.
- To establish positive working relationships with outside agencies to ensure that the individual needs of children are met effectively
- To provide ongoing opportunities for practitioners training and development
- Ensure our provision is continuously improving and evolving to meet the needs of the children and families as we strive to become a setting of excellence, we work with ***Realising the Ambition, Care Inspectorate Self Evaluation*** and ***How Good is Our Early Learning and Childcare (HGIOELC)***.

These documents are available in ELC for parents' information. We operate an open-door policy, and we will always try to create an opportunity to chat informally as you bring and collect your child to the ELC. However, due to the flexible service, it may not always be possible, and an appointment may have to be arranged.



Snack

We encourage children to maintain a healthy relationship with foods in line with our Health Eating Policy. We follow the guidelines from the document ***Setting the Table***.

We use this time to encourage independence, social skills, healthy eating and cultural awareness. The children are encouraged to try these foods in a relaxed setting but are never made to eat anything. The children are encouraged to be as independent as possible while eating. Most days' children have snack as a small group activity during free play, choosing to come with their friends when they are ready. On some days, we eat together as a group.

If your child must avoid foods due to medical, cultural or religious reasons, please remember to inform the ELC practitioners to ensure the appropriate protocols can be followed.

Please note we cannot accept any food from home due to children at ELC who may have allergies.



Lunches

If your child is in the setting for 4 or more hours, they are entitled to a free lunch. If your child does not start their session with us before 12 pm, it will be a cold packed lunch only which is provided and is known as a grab and go option.

At Hilton ELC, we encourage children to eat healthily and encourage parents/carers to provide healthy packed lunches for your child if staying over lunch. **Please provide an ice pack in their lunch box, as they are not stored in the fridge.**

If your child requires a Special Diet, please speak to a practitioner as a form must be completed and submitted to Highland Council before an ELC lunch is provided

We are a nut aware zone and would encourage that there are no nut-based products provided in lunch boxes or in children's bags.



Learning Profiles

Children and families are encouraged to be involved in the compilation of their own personal learning profiles.

Your child's profile outlines their progress in their learning across all curricular areas. It illustrates what they have been learning through observations, examples of their drawings, mark making, creative work and photographs. Children are encouraged to set their own personal learning targets and celebrate achievements of learning from home.

Please ask your child's keyworker should you wish to see.

Open Days and Parent Meetings

You are welcome to speak with a practitioner at any time if you have concerns about your child's development or if you wish to share information about your child with us.

We will also speak to you regularly to celebrate the children's achievements and talk about any concerns we have. There are parent interviews across the year when you will have an opportunity to speak to ELC practitioners about your child's time with us. ELC practitioners work closely with the Support for learning team throughout the session.

Please take advantage of our open-door policy during the time your child attends Hilton ELC. Share your child's experiences with us, telling us about the things they are doing at home and the progress they are making. Also, let us know about things which may be troubling them or changes that are happening at home, as all of this can have an impact on how they cope at the ELC.



Transition into the ELC

We know it is very important to make the transition from home to early year's education as smooth and easy as possible for both children and parents as they reach this important time.

Our transition process ensures you and your child will be able to get to know the setting and practitioners before their actual start date.



In the term before they are due, to start you will be invited to engage with:

- Welcome packs will be issued containing all the information you may require and include paperwork for completion.
- Transition visit – Session for you and your child to spend in the ELC just before they start.
- When the time comes for your child to start with us, we offer a transition where the children can attend as required, for a short period initially, gradually building up to a full session as they are ready as individuals. Your role as a parent is very important at this time too. It is an opportunity for you to build confidence in the setting and you are welcome to stay and play and settle your child. Practitioners are very experienced with children who find it difficult to separate from their parents. We work closely with families to help individual children develop the confidence to stay and enjoy their time with us at the ELC.
- The opportunity to visit the setting for an information session on how children learn through a play-based curriculum.
- Our processes are under constant review in line with current COVID -19 guidance and you may find these are delivered in a virtual manner.



Transition from the ELC in to Primary 1.

The ELC is very much parts of the whole school and during their time with us, the children have many opportunities to become familiar the whole school building, the playground and the wider school community.

Before they go to school, we begin to prepare the children for the move into Primary 1, aiming to make the transition as smooth as possible. Children are all assigned a buddy of their own, a pupil who will be in Pr7 when they are in Pr1 and who will help them as they get used to the playground and familiar with the main school building. There are varieties of opportunities for children to become familiar with the practitioners they will meet in Pr1. This can be both in the ELC and in the primary one classroom. There is also the opportunity for the children to join several lower school activities such as Reward Services, Assemblies and playtime.



Primary 1 practitioners spend time with the children in the ELC in the final term so that they can begin to get to know and work with them in a place where the children are already very comfortable. This, along with the sharing of the *Learning Profile* between Early Years Practitioners and Primary 1 Teachers, ensures a continuity of learning and allows Primary 1 Teachers to plan for your child's entry to school.



Term Dates 2024/2025

Autumn

- Autumn term starts – 20^h August 2024
- Autumn term ends – 11th October 2024

Winter

- Winter term starts – 28th October 2024
- Winter term ends – 20th December 2024

Spring

- Spring term starts – 6th January 2025
- Mid-term break 17th – 19th February 2025
- Spring term ends – 4th April 2025

Summer

- Summer term begins – 22nd April 2025
- Summer term ends – 3rd July 2025

Public holidays

- Good Friday – 18th April 2025
- Easter Monday – 21st April 2025
- May Day – 5th May 2025

In-service days

- The first day back after summer - Monday 19th August 2024
- Monday 16th September – Tuesday 17th September 2024
- One day following the February mid-term break – Wednesday 19th February 2025
- Thursday 2nd June 2025



Admission

- Children are eligible to receive a Scottish Government funded place in the ELC in the term after they have reached their third birthday.
- Parents/Carers may choose to pay for provision from the day after their child's third birthday until they become eligible for funding.

Entry and Exit

- All entry and exit to the ELC is through the main ELC door.
- We ask that you do not let your children run through the car park as practitioners throughout the day are accessing it.
- All children must be dropped off and collected at the times allocated for the ELC
- We ask that if you do need to park your car in the school grounds, please do so in the marked bays in the school car park.

**Please do not use the disabled bays or the car park at Dunedin
Medical Practice.**

Clothing

- Children should come to the ELC in comfortable play clothes, preferably a few thin layers so they can be comfortable both inside and out. Some of the activities can be quite messy and although we wear aprons, accidents do happen, therefore old clothes are best. Please also provide a change of clothes for your child, and a pair of named indoor shoes to change into for inside play. Please clearly label your child's belongings clothes such as coats, shoes and sweatshirts.
- We encourage the children to be as independent as possible so please dress them in clothes and shoes that are easy to do up, and in which they can move freely when involved in energetic play. School polo shirts and sweatshirts can be worn by the children, and these are available from The National School wear Centre on Harbour Road, Inverness.
- Please ensure your child brings a suitable jacket, waterproofs and wellies to support our daily access to outdoor play.

Toileting

- Not all children are toilet trained when they start the ELC, and we are aware that this can cause some anxiety for parents and carers. To ensure that we are meeting your child's needs we are required to complete an intimate care protocol. This will help ensure your child feels safe and supported and reflects the toileting approach used at home. If you would like some advice, please speak to a practitioner.



- Practitioners will support your child in all aspects of toileting and always follow Care Inspectorate guidelines.

Medication

- When completing your child's enrolment form you will be asked to give details of any medical conditions/allergies your child may have and medication they are required to take such as asthma inhalers, Epi pens. Please ensure you inform us so we can support you and your child in their care and learning.
- If your child requires medication during the session, please speak to your child's keyworker, as a medical protocol needs to be completed. Practitioners can only administer medication that has been dispensed and labeled with your child's name by a pharmacist or GP. The practitioners cannot administer the first dose.

When to keep your child at home



- It is always a difficult decision to keep your child off due to ill health. Often the children want to come anyway. However, it is important that children do not come if they are unwell as infections spread easily in an ELC setting to both the other children and the practitioners. This is particularly important if they have been sick or have diarrhea. Children who have been suffering from sickness and /or diarrhea should not attend the ELC for **48 hours after the symptoms have stopped**.

There are more opportunities for your child to come in to contact with infections once they start at the ELC. If your child has missed any vaccinations, it is never too late to have these done. Simply contact your GP or health visitor for more information and advice.

If your child is going to be absent

If your child is unwell, it is very important that you contact the ELC on the first day of absence to inform practitioners, preferably before the start of your child's session. This can be done by phone on 01463 251941 and you can leave a message on the answerphone.

If you know your child is going to be, absent for other reasons please inform the practitioners in advance of the absence. This policy ensures the welfare of all children in our care. If we do not hear from you and your child does not attend, we will follow our procedures and make contact when applicable.

If your child becomes ill or has an accident while attending ELC, we will contact you immediately by phone. If we cannot contact you, we will ring your emergency contact number.



Please remember to tell ELC practitioners if your mobile number or emergency contact number changes.



ELC Closure due to bad weather

Hilton School has a dial in service if there is a risk of the school being closed due to bad weather. To use this service

- dial 0870 054 6999
- now enter 042210
- you will hear the school's name
- press 1 to hear the school's message

If for any reason it becomes necessary to close ELC earlier than usual, you will be contacted by telephone. The Education Department advice regarding bad weather is issued to parents annually and is displayed on the ELC notice board.

A set of care standards has been drawn up and a representative of the regulator will visit the ELC to look at some of these standards. Care Inspectorate has also set up a system for users and practitioners to express any concerns or complaints. Details of how to use this service can be found in a leaflet on our ELC Notice Board.

Getting it Right for Every Child

Hilton ELC work closely with other agencies and our aim is to ensure that we have the right services for your child at the right time.

Every child in Scotland has a named person, and for early years' children it is the Health Visitor. If your child would benefit from help from other agencies, you will be asked for permission so that relevant information can be shared.

Child Protection

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 where parents are not present.

What to do if something goes wrong

We hope that the time that your child is in ELC it is a positive and happy experience for both you and your child. We welcome suggestions and comments from parents at any time.



We are aware that difficulties can arise, and we ask that you discuss this with a practitioner as soon as possible. If you need to speak in private, just let a practitioner know and an appointment can be arranged. We can then work together to resolve any small difficulties quickly.

We have a range of policies, including a Comments and Complaints Policy, which underpin our practice in the ELC. Copies of these can be found in the ELC Policy Folder in the information section in the ELC cloakroom.

Inspection and Quality Assurance

In the ELC, we are committed to providing the best possible environment for your children to grow and develop. We constantly review our practice and policies and are inspected by the Care Inspectorate, and Education Scotland (Her Majesty's Inspectors of Education). We always keep parents fully informed of the inspection process.

If you need to contact the Care Inspectorate, the address is:

Scottish Natural Heritage
Great Glen House
Leachkin Road
INVERNESS
IV3 8NW

Tel: 0345 600 9527

Equal Opportunities

The ELC will ensure that no child is excluded or disadvantaged because of his/her ethnicity, religion, culture, family background, disability, gender, home language, Additional Support Needs or ability. The ELC will ensure that all children feel secure, included and valued.

Race Equality

The ELC is committed to helping children gain a better understanding of the world around them. Multi-cultural and anti-racist dimensions to the children's learning are sought and promoted to further this commitment. Racism has no place in the ELC, and practitioners work to actively promote attitudes, which are non-discriminatory.

Policy List

Our full list of Policies is available for you to view in the main foyer of the ELC.



Flexible Early Learning and Childcare



Flexible Service

Hilton Early Learning and Childcare offer a flexible care and learning service between the hours of 8 am and 6 pm currently in term time only.

When you enrol your child, you will be asked to complete a request form and a childcare registration form. We do try to meet everyone's needs; however, 4-year-old children will be the priority as it is their pre-school year.

Non-Funded places

Children born between 1st September 2021 and 28th February 2022 may attend from the day after their 3rd birthday at a charge of £5.05 per hour, which is the current session charge. This is at the discretion of the Head Teacher and subject to staffing arrangements.

Funded places

Children eligible for a funded Early Learning and Childcare place must be born within the eligible birth dates for the school term starting in August 2024

August 2024	Eligible 4-year-olds: 1 March 2020 – 28 February 2021	Eligible 3-year-olds: 1 March 2021 – 31 August 2021
January 2025		Eligible 3-year-olds: 1 September 2021 – 31 December 2022
April 2025		Eligible 3-year-olds: 1 January 2022 – 28 February 2022



If your child is eligible for a funded place this means they are entitled to 1140 hours of Early Learning and Childcare per school year.

All children can split their entitlement over 2 settings, but these must be in whole hours (an hour cannot be split across 2 centres).

Children attending centre's that do not offer additional hours can take up this option at other centres if space is available. A minimum of 2.5 hours per day can be accessed.

Core Attendance Pattern (ELC)

The core pattern is the child's guaranteed core hours for that session.

If you need to change your core pattern 4 weeks' notice is required, please discuss this with the ELC Manager or ELC Clerical.

Where the pattern of attendance falls on an INSET day, a bank holiday or a child is absent whether through illness or leisure, funded hours **cannot** be transferred to a different day and non-funded hours will still be billed



Childcare Fees (current but subject to change)

- Breakfast Club Hourly rate £5.05
- Lunch £2.30
- After School Club, £5.05 per hour between 3pm-5pm full session fees of £13.10 apply after 5pm.

Late Collection Charge of £5.05 will apply

Payments

There are 4 options available for payment of childcare fees. We do not accept BACS, cheque or cash and you must have a suitable payment method in place before your child attends.

You will receive an email statement for chargeable hours and lunches monthly.

They are as follows:

1. **Direct debit:** You will receive an email statement at the end of the month of how much



your fees are. We recommend you work out how much your fees will be for the session, x 38 weeks of the school term and divide by the months left in the academic year. The Childcare Manager or Clerical can support you with this, and your completed DD must be provided before a childcare booking can be arranged.

2. **Childcare Vouchers:** If you are in receipt of childcare vouchers from your employer then these can be used in full or part payment of the monthly invoice. Please liaise directly with your voucher provider to determine limits and refund procedures in the event of overpayment. Please provide the school with relevant details of your scheme in advance of the childcare booking to ensure that they are set up to accept them.
3. **Tax Free Childcare:** Is a government scheme that helps with Childcare Costs for Tax-Free Childcare see <https://www.childcarechoices.gov.uk/>
4. **College funded:** Please provide the school with [College Funded Childcare](#) details where applicable.

Follow this link to check what [help you could get with Childcare costs](#).

Service closure

Where there is a service closure owing to an unforeseen circumstance such as a power failure or adverse weather etc. there will be no charge for the childcare missed that day.



Hilton ELC Out of School

Breakfast Club and After School Club

The Childcare team

The Breakfast Club and Out of school club sit directly under the responsibility of the Head Teacher Mrs. Kathryn Reid and directly supported by the ELC Clerical Mrs. Graham

Practitioners

Mrs. M Shum – Out of school Assistant
Mrs. M Nicholson – Out of School Auxiliary
Miss K MacMillan – Out of School Auxiliary



What are the club opening times and where is it?

We are open during term time only and closed during in-service days and school holidays (If there are alternative, Highland Council Day care services in operation in other schools during holidays and In-service we will let you know who they are, and how you contact them to enquire about booking a space for your child).

- The Breakfast Club is open from 8 am – 9.15 am every morning
- The Out of School Club is open from 2.45 pm – 6 pm every day

Telephone Number: 8 am – 3 pm – 01463 251941

Mobile Number: 3 pm – 6 pm – 07788387571

What is the cost and how do I pay?

- The Breakfast Club is £5.05 per daily session.
- The Out of School Club is £5.05 per hour up to 5pm, full session fees apply after 5pm of £13.10 per session.

Can I book on a weekly basis?

- We recommend that you book sessions using the booking form as early as possible to help to secure a place. Unfortunately, our spaces are limited, and we cannot guarantee a space, but we will do all we can to accommodate your needs. All adhoc requests must be received by the Tuesday.
- If you wish to book an ad-hoc session, you can complete a booking form to request this; however, you cannot send your child to the club until you have had confirmation that we can offer this. All bookings must be in by the Tuesday the week before.
- If you wish to change your booking, you can complete a Booking Amendment Form; however, you cannot send your child to the club until you have had confirmation that we can offer this.
- Please note: If your child turns up at the club without a prior booking form, we will contact you immediately

I would like my child to attend the club – What do I do?

Step 1.

If you wish to register your child to attend the service, or you have a general enquiry about availability, please contact Mrs. Graham – ELC Clerical for a registration pack on 01463 251941 or Barbara.Graham@highland.gov.uk



Step 2.

If you wish your child to attend the service

- Complete a registration form as this will provide us with the initial information, we require to care for your child
- Complete a Personal Care Plan which ensures we have up to date information about your child's well being
- Complete an Intimate Care Plan if your child has specific needs that they will require support with
- Complete a Medical Protocol if your child has medical needs and or allergies that they will require support with
- Complete a booking form to detail the pattern of attendance you wish your child to attend
- Complete a payment method form to provide your preferred payment method
- Complete an All About Me form with your child so that we know more about them before they join us

Step 3.

- We will confirm if we are able to offer the sessions you have requested
- You and your child's details will be placed on our Database that is used for booking and billing
- Your child's teacher will be informed of their days at the out of school club
- If your child is in P1 – P3 they will be taken to class in the morning after breakfast club, and collected from class at the end of the school day
- If your child is in P4 – P7, they will make their own way to the OSC club. Please remind them of the days they are attending
- Your child must remain in the breakfast club until the bell rings for the start of the school day

We encourage your child to visit the club before the chosen start date. This will provide the opportunity to become familiar with the new surroundings, be aware of the policies and procedures and find out about the different activities and opportunities we offer.

Does my child's class teacher know when my child is attending the out of school club?

- Your child's name is placed on a list outside of the classroom door as a reminder that they are to attend the out of school club
- If your child tells their teacher that they are not attending the club, and their name is on the list, then they will be taken to the club and we will contact you, if we fail to reach you then we will contact the next emergency contact.



What will happen if my child does not turn up and they are booked for the session?

- You must accompany your child in the morning to sign them in for the breakfast club session
- If your child doesn't turn up for their breakfast session, we will not contact you, but you will still incur the session fee
- If your child does not turn up and they are booked in for a session in after school club, we will contact you and you will still incur the session fee
- If a booking amendment form has not been received to cancel your child's session, or you have not contacted someone to confirm a cancellation, then we will take your child to the after of school club until we can contact you to confirm that arrangements you have in place.
- If your child does not turn up as expected, we will contact their teacher in the first instance to find out if they know where they have gone
- If there is no information available which states your child's session has been cancelled, we will contact you
- If we can't get in contact with you, we will immediately contact the persons you have named as emergency contacts
- If we cannot contact anyone to find out the whereabouts of your missing child within 30 minutes, we will have to contact the police and treat it as a missing child concern

How do I pay for my childcare needs?

- Our accepted payment methods are outlined below, and this must be in place before your child starts with us.
- DD payments are taken on the last working day of the month
- Voucher payments and Tax-Free Childcare payments must be made on receipt of statements
- College funded payments must be supported with a confirmation letter of childcare funding agreed by the funding body



DIRECT DEBIT PAYMENT	NOTES	COLLEGE FUNDED
YES/NO	A DD Mandate must be completed until funding confirmation has been received from the UHI. <i>*It is the parent's responsibility to cancel the DD if they stop using the service.</i>	YES/NO
CHILDCARE VOUCHER	NOTES	COMPANY NAME
YES/NO	It is the parent's responsibility to transfer the voucher amount to Highland Council upon receipt of statement.	
TAX FREE CHILDCARE	NOTES	REFERENCE NUMBER
YES/NO	It is the parent's responsibility to inform the ELC of the unique reference number.	
SPLIT PLACEMENT (if applicable)	NOTES	OTHER CENTRE
YES/NO	Split Placements must be applied in whole hours.	

Service Closure

Where there is a service closure owing to an unforeseen circumstance such as a power failure or adverse weather etc. there will be no charge for the childcare missed that day.

How do we work out your childcare costs and payment schedule?

- We will work out your childcare costs and calculate them over how many weeks are left in the academic year.

Child's Name	Example
Hours/Session Allocated	Monday
Pattern starting week commencing 16th August 2024	Tuesday Breakfast club Out of school club
	Wednesday
	Thursday Breakfast club



	Out of school club
	Friday
Chargeable Hours	2 x BC @ £5.05 per session 2 x OS @ £13.10 per full session Total per week - £10.10 +£26.20 = £36.30 £36.30 @ 38 weeks' term time =£1,379.40 Divided over 11 months September – July = £125.40 per month to be paid via Direct Debit

What will my child have to eat?

The club will provide a healthy breakfast in the morning and a healthy snack in the afternoon. This is included in your session fee.

If your child has any special dietary requirements, please make sure the relevant section of the registration form is completed and please inform staff of any changes.

What should my child wear and bring?

There is no need for special clothes, just suitable shoes and an outdoor jacket should be provided. You can provide additional clothing if the weather is wet and or cold as we do encourage that child have access to the outdoor environment. We would also ask that you provide a pair of slippers or similar for your child to wear at the OSC.

Will my child have the opportunity to do their homework?

Your child can do their homework if they wish, but please note this will not be supervised or signed by staff.

Will my child be able to use their phone and or chrome book at the club?

Your child can use their chrome book at any time during their time with us, unless you inform us that they cannot.

We would ask that you discuss this arrangement with your child and ensure that they do not access websites that are out with their age limit, as we cannot allow this in a setting where children are under the age of 12yrs.



If it comes to our attention that your child is accessing unsuitable websites, we will ask them to put their chrome book away, and we will inform you of this at collection time with a completed incident form.

If your child raises a concern about information, contact or images from an unknown person, we will ask your child to refrain from using their equipment and we will inform you of this at collection time with a completed incident form.

What will my child do at the club?

We will consult with children to ensure their individual ideas and suggestions are being supported where possible. Our club has a wide selection of activities and opportunities available including arts and craft; board games; team games etc. An Xbox (With age-appropriate games) is also available.

Outdoor play is a major feature of our day, and we encourage the children to spend time outside after being in class for most of the day.

Play is a natural process, which supports all aspects of children's development. All play involves some element of either physical or psychological risk. Staff, therefore, offer play that will help children develop their risk management skills. The level of risk that the children will be encountering is low, and we believe it is a tolerable risk when compared to the benefits.

The club has procedures in place that ensure all activities are formally risk managed.

We are aware that children can sometimes be tired after school and just need time to chill out and relax.

What about arrangements for collecting my child?

When you register your child, you will be asked to provide the names of people permitted to collect your child. Please contact us if there are any changes to this. You will also be asked to provide a memorable password as this will be requested if someone unknown to staff arrive to collect your child in an emergency.

Your child **must** be collected from the club by 6pm. If you are unexpectedly delayed, please contact the club as soon as possible giving expected arrival time.

Late collections will incur an additional charge of £5.05.

Please note that if staff are unable to contact you or the emergency contacts listed, within 30 minutes of your pre-arranged collection time, The Highland Council, Care and Learning, Social Work office/out of hours' service will be contacted for guidance.

What procedures do you have in place should my child become unwell or have an accident at the club?

If your child becomes unwell at the club, you will be contacted immediately to collect your child.

If your child has an accident at the club, you will be provided with an accident form which details the accident and any first aid administered.



- If your child sustains a head injury at any time, you will be contacted immediately to inform you even if your child presents as unaffected by the injury

In all cases, you will be informed when your child is collected. All accidents, however minor, are recorded on an accident which should be signed by parents/carers and staff.

My child must take regular medication, what do I do about this?

Any medication that your child takes on a regular basis must be noted on their registration form.

It is essential that you provide written instructions on the dose required, and how often it should be administered on a separate medical consent form. Any medication must be passed directly to a member of staff, who will supervise its use as per the written instructions.

How do we promote positive relationships?

As the club is based within the school, the expectation is that the same values will be maintained throughout the day

FUN – CARING – HONESTY – RESPECT – TEAMWORK

We will consult with the children to develop the Golden Rules and agree how we respond to unwanted and unhelpful behaviours

- If your child displays unhelpful or unwanted behaviours whilst at the club, we will try to work this out by talking it through with your child in the first instance.
- If behaviours displayed pose a risk to your child and or others, we will complete an incident form and speak with you at collection time.
- If unwanted or unhelpful behaviours continue, we may have to arrange a meeting with you and your child to explore possible solutions.

What if I can't pay for my childcare needs?

We understand that childcare can be expensive and sometimes there are circumstances that may affect finances. Therefore, if you are encountering difficulties in paying for your childcare needs then please get in contact with the ELC Manager to explore possible options and we will do everything we can to help, which may ensure that your child can still attend the setting.

What if I can't pay for my childcare needs and I don't get in touch?

We can only help if you get in touch. Therefore, if you do not get in touch, we will do the following:



- We will send an email with a payment link for you to bring your account up to date
- We will make telephone contact to discuss the situation and explore possible solutions
- If we can't contact you, we will send a letter asking for you to contact us within 7 days
- If you don't make contact, you will be given 7 days' notice to bring your account up to date
- If there is a non-payment after 7 days, you will be given 7 days' notice and your childcare will be removed

What if I stop using the service?

- If you stop using the service, you will no longer receive statements of your account
- You can contact us to find out if you have outstanding costs
- We can email/post a copy of your payee audit report to show your costs and payment details
- You are responsible for ensuring that all your childcare costs are paid in full when closing your account
- You will be responsible for cancelling your DD once your childcare account is up to date

What should I do if I am unhappy about the Breakfast Club or the After School Club?

Our Out of School Club aims to promote and maintain open and honest communications. Please be aware that our 'open door' policy welcomes your ideas and suggestions for the club.

However, if you feel that your child is having a problem and is unhappy at the Breakfast Club or the After-School Club, please discuss this with a member of the childcare team or contact the Registered Manager on 01463 251941 This is also the procedure should you have a complaint.

You are also able to speak to the Care Inspectorate at any time:

Scottish Natural Heritage
Great Glen House Leachkin Road
INVERNESS
IV3 8NW
Tel: 0345 600 9527

