

# *Cedar After School*

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*Cedar Drive, Lenzie. 0141 775 3967*

## After School Club

# Parents' Handbook

Revised November 2011

## Introduction

This handbook is designed to give information to parents of children attending Cedar After School Club regarding their day-to-day dealings with Cedar and outline the responsibilities of both the After School Club and Parents.

It should be read through before children attend the After School Club and be kept for future reference.

From time to time, we will post updates to this handbook as well as reminders about Cedar events and notifications about other aspects of our operation. One of the mechanisms we use to do this is Twitter – if you use the internet or have a suitable mobile phone (like an iPhone, or similar device) it is easy to follow us. Simply go to [twitter.com](https://twitter.com/cedar_nursery) and follow “cedar nursery”.

## Cedar After School Aims and Objectives

1. To provide a caring atmosphere where each child will feel happy, safe and secure and above all else to have fun.
2. To provide a range of child focused/led activities to encourage children to become effective contributors.
3. Where appropriate we encourage children to become successful learners by providing and supporting homework.
4. To encourage children to become responsible citizens and effective contributors by allowing the children to develop the Cedar rules and allowing the children to take the lead in the activities available.
5. To involve the children in the strategic planning of the service to encourage their capacities as effective contributors and confident individuals.
6. To work within the framework and spirit of the *Framework for Standards* and to ensure staff work towards being good listeners and will "use your power to help" (*Framework For Standards* Document - Scottish Executive)

## Clothing & Equipment

Children can bring a change of clothing with them or stay in their uniform whichever is the most convenient.

All items of clothing and personal equipment should be labelled with the child's name.

## **Induction**

Once your child is registered with us parents can discuss the contents of this handbook with Head of Centre and/or After School Co-Ordinator. If it is possible we would prefer the parent and child to visit prior to starting. This will enable the child to meet their school pick up staff and familiarise themselves with the routine and the building.

## **Payment of Fees**

Fees are payable monthly in advance by Standing Order. On registration, parents are given a pre-filled standing order form which they must complete and present to their bank in time for payment to be made prior to their child's first day at Cedar After School Club. If a child starts in the middle of a month payment for that month can be made by way of cash or cheque. Any request to pay fees by any other method must be discussed with

For insurance purposes, we cannot admit a child to the After School Club unless the full registration process, including payment, has been completed. In addition, we cannot accept responsibility for bank delays in processing standing order mandates - it is the responsibility of parents to ensure that mandates are presented in sufficient time for payment to be made.

## **Holidays**

Fees are calculated on a term-time basis, cover for in service, or school holiday days are extra and will be billed as used/required. Cedar After School Club regrets that we cannot refund fees for holiday cover once it is booked or for short notice absences.

## **Sickness**

Parents are requested not to send their child to the After School Club if he or she is suffering from any of the following symptoms:

- Vomiting
- Diarrhoea
- Fever

- Rash (indicating measles, chickenpox, etc.)

In addition, should your child be absent from school we would ask that you inform the Cedar staff in order to facilitate a smooth transition from school to the After School Club.

## Child Security

If your child attends **Millersneuk Primary School** the following details apply:

Your child will be picked up from school by a staff member of the mini-bus company that we use to transport the children to and from the school.

This will usually be **Mr James Gilhooley**, but could be one of the other two staff members who will be known to the school staff. Your child should go to their school office to be picked up and once all children have arrived they will be transferred via mini bus to **Lenzie Public Hall** where uniformed Cedar staff will be waiting for them.

**Please note that no Cedar staff are present on the mini bus when the children are being transported from school to Lenzie Public Hall, children are in the care of J.E.M. Travel employees.**

If your child attends **Lenzie Primary School** the following details apply:

Your child will be picked up from school by a member of staff (in uniform or who is known to them) at their school office. Children will be informed that if they arrive at the pick up point and no staff member is there, then they must wait at the school office until the staff member arrives.

**We would also ask that if a child will not be attending school – or has been taken from school early, that they inform us back at the Cedar building (tel no 0141 775 3967) to ensure that all children are with the proper guardians.**

Under normal circumstances, your child will not be allowed to leave with anyone who is not documented on our contact list and of whom we have not been informed will be collecting your child.

Should you wish someone else to pick your child up from Cedar AfterSchool, it is necessary for you to inform us in advance and in person of the fact.

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Cedar After School Club operates from 3.00 – 5.30 in Lenzie Public Hall and thereafter from Cedar building (5.30pm – 6.00pm) for Primary 1 to 7 age group.

## **Early Closure**

It may become necessary to close the Nursery early on some days, for example, due to severe inclement weather and/or travel difficulties.

In such circumstances, our aim is to protect the safety of children, staff and parents and help ensure safe and timely return home for all of these parties.

Such early closure may be announced using the Cedar Twitter feed (@cedarnursery), telephone calls and email.

We regret that we are unable to refund customers for early closure.

Cedar Nursery is not equipped to accommodate children outwith our normal opening hours and in such circumstances (for example where we cannot make contact with any parent or nominated carer) it may be necessary to contact East Dunbartonshire Council with a view to accommodating any child who is left with us. Such action would only be taken where it has not been possible to make contact with nominated carers or parents, or where it is clear that no nominated carer will be able to collect the child. Hence it is in everyone's best interests to ensure we are supplied with alternative carer details, and that contact is made with us as early as possible in such circumstances.

## **An Abandoned Child**

When Children are registered with us the required times of care will be detailed in the registration document. Parents/carers should make themselves aware of the drop off and pick up times relevant to the sessions required. This will be detailed in the form of a letter confirming their child's place once all relevant registration documents have been completed. Cedar After School has a policy whereby if a child is not collected at the designated time the staff will make the manager or Line manager aware of the situation. At this point, the first contact (on the child registration form) will be telephoned to ascertain the position, if no contact is made then the

second or emergency contact person will be notified. If contact cannot be made at either of these numbers the manager or Line manager will continue **to call both these numbers for a period of one half hour after the normal pick up time.** At the end of that half hour period if contact has not been made, and if no telephone call has been received into the Nursery from the parent/carer to explain the situation, we will contact the local duty officer of the Social Work Dept to inform them that the child has been abandoned. Thereafter, the matter will be dealt with by the Duty Social Worker of East Dunbartonshire Council.

## Safety Procedures

Parents should note that the building we use for After School Care is owned and operated by East Dunbartonshire Council and that Cedar After School club rents space out to run the club in the same way as any other community group. **Lenzie Public Hall is used by other groups and therefore does not have a secure entry system.**

Due to the fact that the toilet facilities are for the use of all groups, staff accompany children to and from the toilet area for safety purposes. Children's coats and personal effects are also kept within the main hall area to allow children access to these without the need to go to the cloakroom to do so.

The caretaker/janitor is on duty when the hall is operational and the office for the caretaker is adjacent to the front door. **The measures we take for security purposes are that no children are allowed to leave the hall unaccompanied by an adult. This adult will either be a member of the team or the adult who is picking them up at the end of the session. Parent/carers are requested to sign out at their child(ren) at the end of the session.**

## Snacks

We provide an afternoon snack for the children upon arrival from school. However, they may also bring their own snack if they wish.

Primary 1 children attending from August until the September break should bring a packed lunch with them to have when they arrive at Cedar.

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## Parental Involvement

Cedar After School Care is only one half of a partnership in the care of the child. Therefore, it is of vital importance that we keep our parents informed about the club and their child's place within it.

In order to facilitate this we will have information on the Parent Notice Board.

Further to this we will endeavour to produce an After School Care Newsletter (on a 3 monthly basis) to ensure that parents/carers are aware of all our current work, progress and issues. In addition, special events will be held during the year to encourage involvement of parents and carers.

There will also be parent questionnaires given out at suitable occasions, throughout the academic year. This will allow us to take on board any suggestions for developing any of the procedures which affect them. Suggestions made will be collated by the After School Care staff and the manager and further discussed at the first available Staff Meeting to decide whether they can be incorporated into our Procedures and Practices. Changes then made will be notified to parent/carers via the Notice Board and also via our website.

In addition, such changes will be published on our website with notifications of the availability of such information published via the Cedar Nursery Twitter feed.

## Physical Punishment

Cedar After School Club imposes a policy of no physical punishment of any child under any circumstances by any member of staff.

We also ask that you ensure your child knows that physical violence will not be tolerated by a child upon another child or a member of staff

We ask that parents support this philosophy whilst within the building. Any parent administering such punishment within the After School Club will be reminded of our policy and asked to refrain.

As a last resort, we reserve the right to ask parents to leave the building should they fail to comply with this. We would also contact the appropriate authorities if we believed a child was at risk of harm.

## **Cedar Club Rules (AS DRAWN UP BY THE CHILDREN)**

We also ask parents to note that we operate a system of Cedar Club rules, which have been devised through discussion with the children themselves and which they are all asked to sign up to. These cover such things as how they should behave towards one another and to members of staff. We do try to run the after school club like a youth/social club – since the children have completed their day of formal education before attending Cedar.

However, we do expect the children to abide by the rules of the Cedar club and if they do not then a staff member will discuss these points with them and allow them to have a second chance to address these issues. Should the behaviour continue the parent will be informed at which time a period of monitoring the situation will begin. If the child continues to disregard the rules then a meeting will be arranged with the parent to discuss whether or not the child can continue to attend – particularly if their behaviour is causing danger to other children, staff or equipment.

We do reserve the right to give two months notice of termination if a suitable outcome cannot be arranged.

## **Child Protection Policy**

Please note that Cedar After School has a child protection policy in accordance with legislation required for registration with Care Commission Scotland. We provide information on ‘Protecting Children and Young People: The Charter’ and Protecting Children and Young People: Framework for Standards documentation on our Notice Board. Our current Child Protection Liaison officers are – Yvonne Gordon, Nicola Nisbet or Laura Taylor. **We follow East Dunbartonshire Child Protection Procedures as laid down in their document : *Promoting Good Practice in the Care and Protection of Children and Young People*.**

If a staff member has cause for concern/suspicion that a child may be being abused physically, mentally or sexually, neglected or in any way at risk, they are under obligation to discuss these suspicions with the Child Protection Liaison Officer. At this point the procedures as documented in East Dunbartonshire’s Child Protection Procedures (*Promoting Good Practice in the Care and Protection of Children and Young People*) shall be implemented. This will entail immediate referral to the appropriate authorities, viz East Dunbartonshire Council’s Social Work Department,

Strathclyde Police and/or the Children's Reporter. A record will be kept in line with the (*Promoting Good Practice in the Care and Protection of Children and Young People*) procedures and these can include, names, addresses, telephone numbers, details of concerns, incidents or suspected abuse. This information will be available to all appropriate other agencies to progress an alleged concern, suspicion or incident. These other agencies may include Social Work Department, Strathclyde Police and the Children's Reporter.

At all times discussion surrounding the issue would be kept in confidence between the member of staff, and the Child Protection Liaison Officer.

There is also a whistle blowing policy in operation for staff members to follow if they believe another staff member is abusing a child in our care.

**Children visiting the nursery will have the same protection through our child protection policy as a child already attending the nursery.**

Contact telephone numbers within the Social Work Department, Strathclyde Police and the Children's Reporter are as follows:

**Children can also access these agencies directly, or by contacting CHILDLINE at 0800 11 11. Children can also go directly to our website [www.cedarnursery.net](http://www.cedarnursery.net) where there is a section marked KIDS and will find information on East Dunbartonshire's child protection policies and find links to the Scottish Government website and links to child protection from there.**

<p><b>Advice and Response (Social Work Dept)</b> 0141 777 3000</p> <p><b>Strathclyde Police (Kirkintilloch)</b> 0141 532 4400</p>	<p><b>Out of Hours (Social Work Dept)</b> 0800 811 505</p> <p><b>Strathclyde Police (Central Call Centre)</b> 0141 207 5800 <b>Childline</b> <b>0800 11 11</b></p>
<p><b>East Dunbartonshire Team</b> Scottish Children's Reporter Administration 10 Glen Lane Paisley <a href="mailto:PA3.2HU">PA3 2HU</a></p>	<p>Tel: 0300 200 1400 Fax: 0300 200 1419</p>

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## **Adult Protection (Staff)**

Cedar After School has adopted a policy designed to protect staff from unacceptable behaviour on the part of service users.

We believe that our staff have a right to work in a safe environment free from verbal or physical abuse. We work to instil and promote good citizenship between staff and children and parents. The policy on unacceptable behaviour applies to the relatively few service users (parents/children) whose actions or behaviour we consider unacceptable. It targets actions of service users who are aggressive, verbally abusive, physically abusive, unreasonable, demanding or persistent resulting in unreasonable demands on Cedar staff.

It is made clear that such behaviour will not affect Cedar After School progressing a matter to completion through the complaints process. However, depending on the type of behaviour, it may result among other measures in the barring of direct contact with a particular member of staff, contact being restricted to written communication, or Cedar After School declining to respond to abusive or offensive correspondence.

Threats of violence will always be reported to the police. Where a service user repeatedly raises the same issue or makes unsubstantiated allegations, Cedar After School may make arrangements to deal with them only at set times or by appointment. In extreme circumstances Cedar After School reserve the right to terminate, with one month's notice, the contract the service user holds with Cedar After School.

## **Confidentiality (Personnel)**

Employees are aware that during his/her employment, he/she may be party to confidential information concerning the Employer, the Employer's business and personal information of customers and their children. The Employee shall not (either during the term of this employment or beyond) disclose or allow the disclosure of any confidential information regarding the business or confidential personal information regarding customers or their children. Such a breach of confidentiality is **liable to result in instant dismissal and the matter will be reported to the Scottish Social Services**

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**Council for a decision to be made as to whether the employee should be removed from the SSSC register of fit persons.****Termination**

One month's notice or payment of one month's fees in lieu must be given for children leaving the After School Club permanently, or changing the attendance pattern.

**Complaints Procedure**

Parents of children registered in Cedar After School are encouraged to communicate with staff openly and honestly with regard to the manner and standard of care provided.

Where a parent believes that the standard of care has fallen below an acceptable level, the following defines the process for how such issues should be dealt with.

1. Should parents not be given suitable feedback to any issues raised either from After School staff, they should seek to raise the issue verbally with the Director.
2. Should a parent request explicitly to speak with the Director, at no time should a member of staff attempt to hinder this contact, but should actively seek to facilitate it.
3. The Director will seek to meet face to face with any parent at the time of asking, but where this is not possible an appointment will be mutually agreed.
4. Should verbal contact between the parent and the Director not produce an agreed answer, the parent should present a written complaint to the Director detailing: The member of staff involved, date(s) of any pertinent incidents, location(s) of any pertinent incidents.
5. Any written complaint presented to the Director must be filed in the complaint file, and a written response must be given to the parent within ten working days and filed alongside the complaint. This will detail any action taken, for example: disciplinary action carried out, amendments to any documentation, processes put in place to prevent any re-occurrence.
6. Parents/guardians can also contact Social Care and Social Work Improvement Scoland (SCISWIS) formerly known as the Care Commission, at any point directly at:

**Social Care and Social Work Improvement Scotland (SCSWIS)  
formerly known as Care Commission,**

**SCSWIS  
The Care Inspectorate  
Central West Region  
4<sup>th</sup> Floor  
No1 Smithhills Street  
Paisley  
PA1 1EB  
Telephone 0141 843 4230  
Visit <http://www.careinspectorate.com>**

## **Contact Details**

- After School Care Mobile Telephone  
07783 812 700
- Cedar Nursery  
0141 775 3967
- Website address [www.cedarnursery.net](http://www.cedarnursery.net)
- Email Yvonne Gordon at

**[yvonne.gordon@cedarnursery.net](mailto:yvonne.gordon@cedarnursery.net)**

**Twitter : <http://twitter.com/cedarnursery>**

**End Of Handbook**