



HAPPY *little* PEOPLE

HANDBOOK



WELCOME

Welcome to Happy Little People Ltd. Here at Happy Little People After School Care our philosophy is to provide a stimulating atmosphere for your child to experience the joys of childhood. We are passionate about quality childcare. We recognise the importance of each child's healthy self-development.

We are a service committed to provide equal opportunities for all and oppose all forms of discrimination. The service provides a friendly and nurturing care environment where your child will thrive and you, the parent will feel completely at ease in the knowledge that your child is happy to attend the service.

Our inclusive environment looks forward to working in partnership with you and welcomes your input, either informally or through our consultations. Throughout the year you will receive a range of newsletters keeping you up to date on what is happening within the service.

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AIMS AND OBJECTIVES



To provide a safe and stimulating atmosphere to encourage each child's development.



To develop every child's healthy self-image through play, guidance, support and encouragement.



To encourage children to develop respect, learn to share, learn to be kind to others and develop good manners.



To work in partnership with parents. Updating parents regularly with information about the service, through newsletters, drop-in evenings and focus groups.



To constantly train our staff through in-house training and through local authority and further education courses, aiming to increase and extend the skills and knowledge that our staff currently possesses.



To liaise with local services and members of the local community, allowing us to share good practice.



To continue to monitor, self-evaluate and improve our service to ensure our children and parents are getting the highest quality standard of care.

GIRFEC – GETTING IT RIGHT FOR EVERY CHILD

GIRFEC establishes the principle of giving all children and young people the best possible start in life as a priority for all services. It sets out the approach for all services to assess and understand how best to meet individual needs. Getting It Right For Every Child builds from the universal services of health and education and sets out a national programme of transformational change to ensure that each child is: safe, healthy, active, nurtured, achieving, respected, responsible and included.

PRINCIPLES AND VALUES

Promoting the wellbeing of individual children and young people: this is based on understanding how children and young people develop in their families and communities and addressing their needs at the earliest possible time

Keeping children and young people safe: emotional and physical safety is fundamental and is wider than child protection

Putting the child at the centre: children and young people should have their views listened to and they should be involved in decisions that affect them

Taking a whole child approach: recognising that what is going on in one part of a child or young person's life can affect many other areas of his or her life

Building on strengths and promoting resilience: using a child or young person's existing networks and support where possible

Promoting opportunities and valuing diversity: children and young people should feel valued in all circumstances and practitioners should create opportunities to celebrate diversity

Providing additional help that is appropriate, proportionate and timely: providing help as early as possible and considering short and long term needs

Supporting informed choice: supporting children, young people and families in understanding what help is possible and what their choices may be

Working in partnership with families: supporting, wherever possible, those who know the child or young person well, know what they need, what works well for them and what may not be helpful

Respecting confidentiality and sharing information: seeking agreement to share information that is relevant and proportionate while safeguarding children and young people's right to confidentiality

Promoting the same values across all working relationships: recognising respect, patience, honesty,

reliability, resilience and integrity are qualities valued by children, young people, their families and colleagues

Making the most of bringing together each worker's

expertise: respecting the contribution of others and cooperating with them, recognising that sharing responsibility does not mean acting beyond a worker's competence or responsibilities

Coordinating help: recognising that children, young people and their families need practitioners to work together, when appropriate, to provide the best possible help

Building a competent workforce to promote children

and young people's wellbeing: committed to continuing individual learning and development and improvement of inter-professional practice.

PRACTICAL INFORMATION

This section aims to give you a general overview of the service. Within the service there is a policy booklet available for you to view. Please ask any of the staff for any additional information that you require.

REGISTRATION

The service is registered for 90 children. Primarily the service is for the children attending Westerton Primary School, however if requested the service may be able

to accommodate children outwith this school. The service will operate term time only.

RECORD KEEPING

A set of records including registration details and care plans are held for each child in the service. These are available for viewing at all times and will be regularly updated. We ask that care plans are updated twice a year. Open access to your child's records is always available to you and strict confidentiality will be maintained at all times.

STAFF

All staff hold a PVG Record and are registered with SSSC and have a variety of childcare qualifications. They are required to continue their professional development and Happy Little People will encourage and support this.

INSURANCE

Happy Little People Ltd holds public liability insurance.

GENERAL INFORMATION

ABSENCE

If your child will not be in at after school care any day that he/she is booked for, please contact the service and leave a text or voicemail message. Failure to do so involves a lengthy delay for the other children, as well as

the possibility of us calling the police as we look for your child. We prioritise the safety of your child and require notifications on a daily basis of your child's absence.

ACCIDENT PROCEDURES



In the event of an accident we will contact you as soon as possible. If we are unable to reach you we will contact your emergency contacts. If you have consented to medical treatment we will provide this to the relevant medical authority. Please ensure that you are contactable on the numbers that you have given when registering.

ACTIVITIES OFFERED

The children have access to a variety of activities within the service with the opportunity to participate in both indoor and outdoor physical activities as well as accessing modern technology i.e. computers and computer Game Consoles.

Participation in other activities including the varied arts and crafts programme is encouraged.

ADDITIONAL SUPPORT FOR LEARNING NEEDS

It is important that we work in partnership with parents to support all children. By providing the staff with as much information on your child we can work together to support your child enabling them to access as many opportunities as they can.

Due to the staff ratios and the needs of individual children in the service we are however limited on how many children with more apparent needs that we can have at the one time. Please be rest assure however, when we can, we will provide a service.

BEHAVIOUR POLICY



Happy Little People promotes positive behaviour. We aim to achieve this through praise, guidance and encouragement. At the service the children will be encouraged to develop respect, learn to share, and learn to be kind, fair and to develop good manners.

If a child is having difficulty with their behaviour we will try various techniques such as 'time out' etc. We will discuss difficulties with the parents/children to look at eliminating any problems.

If the behaviour poses a risk to the children/staff within the service, we may as a last resort withdraw the service for your child.



CHILD PROTECTION

As a group we are committed to promoting the health and wellbeing of your child.

We are required under the Children's Act to protect your child from abuse. If we suspect abuse we will speak where possible to you and will be obliged to contact the Social Work Services with our concerns. Please refer to our child protection policy available within the service.

COMPLAINTS PROCEDURE

If you have a complaint please inform the manager. If the complaint is not resolved it should be brought to the attention of the owner. At this level you can expect a reply in writing within 20 days. The owner may contact outside assistance for help in dealing with your complaint. You can contact the Care Inspectorate at any time throughout the above procedure by telephone, email or fax.

THE CARE INSPECTORATE

Floor 4
1 Smithhill Street
PAISLEY
PA1 1EB
0345 600 9527

COSTS

The cost of the service daily is as follows:



After School Care	£13
Breakfast Club (min numbers apply)	£5
Registration Fee (annually per family)	£20

COVID-19



During these hard times we want to make sure our children and families and staff feel supported. We have taken the time to update many of our systems, including our policies and procedures to ensure we provide a safe working practice for our staff and users. Health and wellbeing is the focus of our practice, Please take a look at the COVID-19 section on our website that also includes our Covid-19 Action Plan.

DATA PROTECTION ACT

All information given to us will be treated confidentially. Your details will not be made available to any third party.

FEE POLICY

Please note that the following procedures are in place regarding fees:

- Fees must be paid 2 weeks in advance
- Fees must be paid when your child is off sick
- When you book the service for your set days you will have to pay for these days irrespective of whether your child attends that day or if you decide to take time off to go on holiday during term time.
- Fees must be paid until the end of the school year even if your child goes on holiday the last 2 weeks of the school term
- An annual registration fee is due each year and must be paid prior to your child starting. This fee is non refundable.
- Changes to the booking must be made with 2 full clear weeks' notice i.e. changes given anytime during week 1 of a term apply to changes in week 4
- If you wish to increase your days at short notice we may be able to if staff ratios permit. If you ask

for additional days and then don't need them you are still required to pay.

- If you fail to pay for the service and have arrears of 2 weeks or more, we have the right to withdraw childcare. You can expect to be reminded that the fees are overdue and the consequences of non-payment including a £10 charge per child for every week your fees are in arrears.
- If a further education establishment has agreed to pay for your fees and fails to do so, then the service user is liable for payment. This particularly happens when the student is sick or on holiday during their term time
- If a trip is planned during term time for a day booked and you opt not to send your child, fees must still be paid
- If the school is closed due to something out with our control including emergency evacuation, unexpected public holidays, adverse weather conditions or burst pipes etc, fees will still be due

These Policies & Procedures are in place to ensure equality within the service. The pricing policies are in place to ensure that the service is managed appropriately and covers the overheads that exist. Without appropriate structures in place the service would fail to ensure that it is viable. Service users have the right to have confidence in the knowledge that the service will be available long term.

Please refer to our Fee Guidance Policy detailed in page 18.

LATE FOR YOUR CHILD



If you are going to be late for your child please contact the unit as soon as possible. There is a £10 charge per 15-minute interval.

An example of charges imposed is:

5.45 pm - 6.00pm £10

6.00 pm - 6.15pm £20

Failure to contact the unit by 6pm, and we are unable to contact anyone listed in the emergency contacts section of the registration form may result in us contacting Social Work Services. Please ensure that we hold up to date contact numbers for all the emergency contacts you have listed on your registration form.

MEDICATION PROCEDURES



If your child is on any medication it must be handed into the staff for safe storage. You will be required to complete documentation to enable administration. Please refer to our medication policy available within the service. Staff will never administer the first dose of any medication.

PARENTS HELP

If you can help us in any way with fundraising, donation of items, shop discounts, ideas etc we would appreciate it.

SICK CHILD



When we welcome new families, we feel it is useful to provide, in writing, how we limit the spread of infection. Please be assured that we follow national guidance to protect the health of all the children in our care.

If your child attends the service please follow these guidelines:

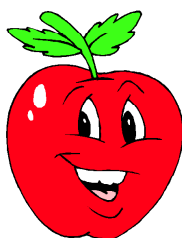
- If your child is ill, they must not attend the service
- If your child becomes unwell whilst in our care, we will phone you to agree a time to collect them
- Please tell us if your child has been ill while they are away from the service
- If your child has had symptoms of vomiting or diarrhea (or both), it is essential that they do not attend the service until 48 hours after the symptoms have stopped
- If you're not sure, please phone us before you bring your child attends.

SIGNING IN/OUT

When the child attends the breakfast club it is important that they are signed in. It is also important that they are signed out when picked up from the after school care service.

SPECIAL DIETS/ALLERGIES

It is important that we have as much information on your child as possible. All allergies must be recorded. If your child has an allergy, please draw this to the staffs attention so that it is recorded and all the staff are informed. All allergies must be disclosed to the staff.



Please do not send your child with a snack, as all of the children will be provided with a drink and a healthy snack when they arrive at the service.

STUDENTS

You may be able to access benefits from your college to help fund your fees. Speak to your college for further information.

TAX CREDITS

We are a registered childcare facility and you may be able to claim help from the government providing you meet the criteria. Speak to the staff or someone from the Benefits Agency for more information.

TIMES



Breakfast Club

8am-9am

After School Care

3pm-5.45pm

UP-TO-DATE INFORMATION



Happy Little People will keep you up to date with what's going on in your unit by regular newsletters and through our website.

www.happylittlepeopleafterschoolcare.co.uk

If you require more guidance please speak to a staff member. In the service you will find details of additional policies and procedures.

FEE GUIDANCE POLICY

FEE COLLECTION AND PAYMENT: NOTE OF GUIDANCE FOR PARENTS

Confidentiality and Consistency

When collecting fees the service will at all times treat all users of the service with consistency and confidentiality.

Financial Support; Tax Credits, Childcare Vouchers

Parents/carers may receive help towards the cost of childcare through tax credits, or may receive support through childcare vouchers from your employer. Information is available from by calling the HMRC helpline on 0845 300 3900 or from www.hmrc.gov.uk, or <http://taxcredits.direct.gov.uk>.

College/University Payments

All students are requested to hold a full time place please ensure that you cost this appropriately in your SASS form or application for childcare support funding form from your further education establishment

When using the service out with college/university term, payment must be made by the parent/guardian.

Payment dates/method

Fees will be paid 2 weeks in advance by BACS or by a voucher system. If you are a student, awaiting tax credits or organising to use childcare vouchers, service payment is still required in advance. When payments are received from any outside organisations these payments will be refunded.

Non-Attendance/Cancellation

Payment for the service must be paid at all times including whilst your child is off sick.

Late Payment Fee

If fees are not paid at the agreed time there will be a maximum of three letters requesting payment outlining the amount overdue with the ultimate withdrawal of the service. An admin fee of £20 will be added to the fees owed for each letter sent.

Receipt for Payment

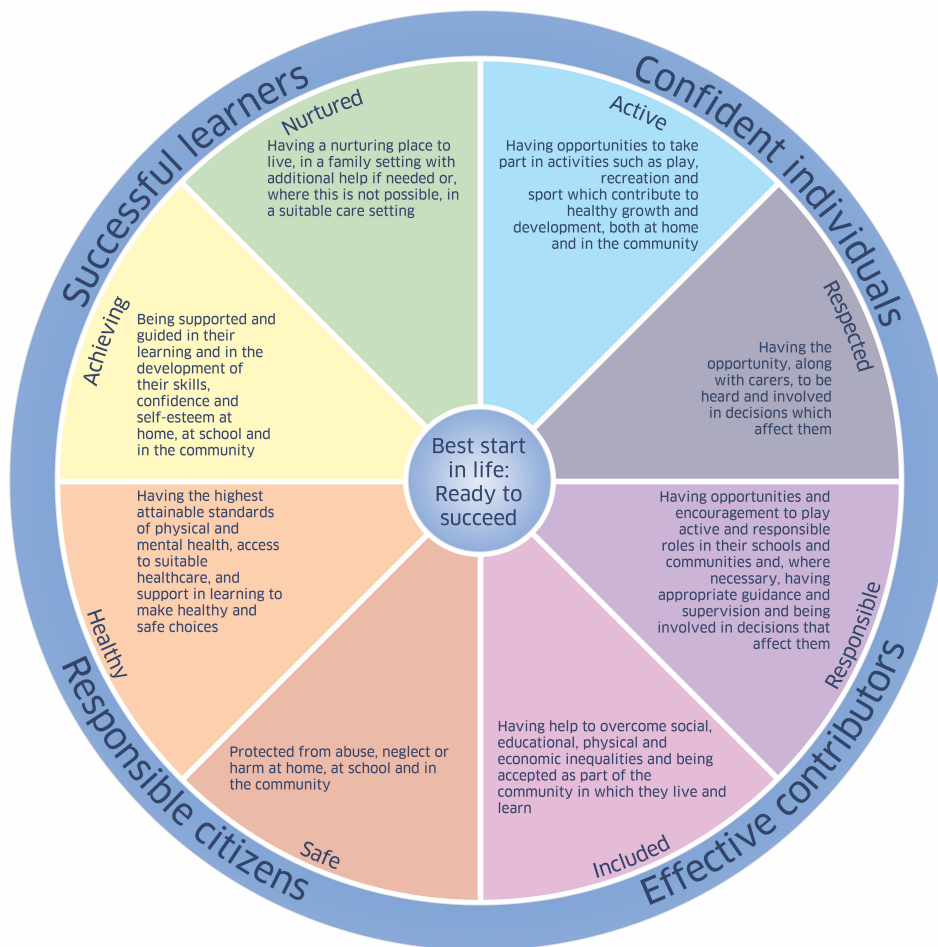
Bank and voucher statements are the receipts for

payments.

Recovery of Debt

If outstanding fees are not paid, the service will pass the recovery of the debt on to a Debt Collection Agency or the small claims court.

GIRFEC – GETTING IT RIGHT FOR EVERY CHILD



HAPPY LITTLE PEOPLE AFTER SCHOOL CARE

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