

WELCOME PACK

**Our Ethos**

We aim to work together with parents and carers, to ensure that all children feel valued, safe, secure and happy. Happy children learn and thrive and develop the necessary confidence to cope with life’s challenges.

We would like to welcome you to Nino’s Afterschool Care, we hope the following information will act as a guide as to what goes on within our setting, showing what our priorities are and how we value working together with you, to ensure we give your children a happy, healthy, safe and secure environment.

At Nino’s we aim to:

* Provide a high quality of care and fun experience’s.
* Work in partnership with parents to ensure children are happy within our care.
* Offer children and their parents a service that promotes equality and values diversity.

**Parents**

Parents are considered as members of our Afterschool who have full participatory rights. These include a right to be:

* + valued and respected
  + kept informed
  + consulted
  + involved and
  + included at all levels

We aim to ensure that each child:

* Is in a safe and stimulating environment.
* Is given generous care and attention.
* Has the chance to join with other children.
* Will have a personal key person.
* Is in an Afterschool in which parents help to shape the service it offers.

**Key persons and your child**

At Nino’s we keep a record of achievements for each child, known as ‘Care Plans”. Staff and parents working together on their children's records of achievement is one of the ways in which the key person and parents work in partnership. Your child's record of achievement helps us to celebrate together his/her achievements and to work together to provide what your child needs for his/her well-being and to make progress.

Your child's key person will work with your child to keep this record. To do this you and he/she will collect information about your child's needs, activities, interests and achievements. This information will enable the key person to identify your child's needs. Your child and key person will then decide on how they can work together to help your child to move on to the next stage. You will also have your own personal log in and password to access your child’s care plans online, to communicate with key worker if you have any concerns or changes you wish to bring up. This is all confidential only you, staff and myself can access this.

**Working together for your children**

* In our Afterschool we maintain the ratio of adults to children which is set through the National Care Standards.
* We will talk with the children about their interests and activities to  
  help children to experience and benefit from the activities we provide and allow the children to explore and be adventurous in safety.

**Staff Information**

Staff are qualified and PVG checked. All staff are registered with the SSSC, which is an important part of regulating and improving the quality of care for people who use our service. We do have a leaflet with more information on Codes of Practice beside our signing in and out sheets. Your child/ren will be given a key worker once all forms have been signed and deposit has been made. Staff details are on our staff information board this will include: Staff name and picture along with their qualification, job title and any training they have achieved.

**Joining in**

We would love for parents to take part in a session by sharing their own interests and skills with the children. This may be to play instruments for the children, talk to children about your job and show the children special items of interest. We welcome parents to drop into the setting to see it at work or to speak with the staff. We understand it is difficult to get time to do this, any help would be much appreciated.

**Snacks**

We prepare a breakfast buffet for the children, this consists of a cereal selection as well as warm breads: (Bagels, Croissants, Toast and Pancakes). Breakfast juices are also available as well as milk and water. Afternoon snack menus are made up weekly with the children’s input, giving them the chance to make decisions to implement healthy and nutritious snacks. **Do tell us about your child's dietary needs on the registration form and we will make sure that these are met.**

**Session Times**

**Monday to Friday:**

Breakfast Club: 7-30-9-am – This includes: The children’s breakfast; free play and accompanied to school.

Afternoon: 3.00pm-6.00pm – This includes: Pick up at 3pm, healthy snack, homework (if you do not want us to do your child’s homework with them, please let us know); range of activities; children’s choice and outdoor play.

**Fees**

Breakfast session: £5.50 per session

Afterschool session: £13.00 per session

Our fees are payable monthly on the 15th of every month, payment must still be paid if children are absent. We work your payments over the 39 weeks of the school year and take payment over 12 months. We ask for a month upfront once you have handed back you forms, this is non - refundable. We also ask that you provided one full calendar month notice when leaving our service.

The way we work out your monthly amount is: We take your weekly amount multiply it by the 39 weeks of the school year and divide it by 12. This gives you the same amount each month, taking out the school holidays. If you have questions regarding this, please get in touch with us.

**Vouchers**

We will accept all childcare vouchers, if you could let us know the company you are using and we will register with them.

**Bank Details:**

Bank Name– Santander

Sort Code – 09-01-29

Account number - 28364638

**Cheque**

If you wish to pay by cheque, please make them payable to **Nino’s Afterschool Care Ltd**

**Parking**

Please ensure you drive slowly when entering and departing the car park following the entrance and exit signs.

**Security**

Please pay attention to the notices and close all doors behind you, only staff can let people in to the building, we have a buzzer door entry system for extra security. There is lighting all around the school building for the darker nights. If another guardian will be collecting your child, could you please ensure you inform staff, fill in the password on the registration form and inform the other person collecting.

**Behaviour**

Our aim is to develop children’s self- discipline and self-esteem. We aim to do this through a firm discipline in a mutually respectful environment, where the children develop a sense of responsibility towards themselves, their peers and adults.

We strive to give the children clear boundaries and reinforce good behaviour with verbal praise. Unacceptable behaviour will be dealt with on a daily basis, encouraging children to know right from wrong. If we feel that a child is not responding, parents will be informed, so that we can work together to encourage positive behaviour.

**Equal Opportunities**

All children will be given the opportunity to develop to their full potential and with a positive identity, regardless of colour, culture, gender or disability.

**Complaints Procedure –** Please see attached policy

**Registration details:**

Companies House: 574448

Care Inspectorate: CS2017361646

Telephone: 07927711662

Email: ninosafterschool@yahoo.com

Website: https://ninosafterschool.site123.me

**Complaint Policy**

Nino’s is committed to providing a safe, stimulating, consistent and accessible service to children and parents/carers. We always aim to provide a high quality service for everyone, but except that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right and learn from mistakes.

Nino’s feel it is important that parent/cares should feel that the door is always open if anyone needs to raise their concerns.

If any persons including parents and children using our service should wish to complain. The following steps will be taken to achieve this:

* All complaints will be taken seriously and treated in a confidential manner
* All complaints will be recorded.
* Staff will make every effort to resolve the matter immediately, where possible we would recommend you speak to a member of staff or management
* A full investigation of the complaint will be made.
* If Informal discussions of a complaint or problem have not produced a satisfactory resolution parent/carer should put their complaint in detail writing to the manager. Nino’s will acknowledge the receipt of the complaint and will respond within 20 working days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the complainant of the action (if any).
* In the event that the matter cannot be resolved to mutual satisfaction, then contact will be made with the SCSWIS (Social Care and Social Work Improvement Scotland)
* Parents/carers and children can contact the care inspectorate at any time, without going through ourselves first.

Social Care and Social Work Improvement Scotland

Renfrewshire House, Cotton Street, Paisley, PA1 1BF Tel: 0345 600 9527.

Email: [enquires@careinspectorate.com](mailto:enquires@careinspectorate.com) Parents/carers are welcome to offer suggestions and ideas and to express constructive criticism.

**Sun Cream Policy**

Nino’s will not put children out into the sun if we know they are not wearing protective sun cream, we would ask that you hand in your preferred sun cream and we will with your permission apply it to your child for safe and protected play in the sun. If your child has any allergies to a given cream, we would ask that you state this in their allergies form and give us the specific cream required. If you do not hand in a sun cream for your child and your child has come from school and is sun burnt, we will not take any responsibility for this. Therefore, we ask you to:

* Fill in any allergies on Application Form required for your child regarding sun care and your wishes on this matter.
* Hand in your required sun cream which should clearly state your child’s name.
* Tell any member of staff your wishes on when you want sun cream applied.

We will have a generic sun cream on our premises to use on children who are out in the sun and have not handed in sun cream. Should they have no allergies stated we will use this on them and will be asking all parents to sign this consent with registration.