

Rising Light After-School-Club (Rlasc)

Parent Hand Book

Aims And Objectives

- To ensure that we provide a stimulating and creative atmosphere for our children.
- To build a safe and positive After-School-Club where the children are at the centre of our organisation.
- To ensure that all children feel included in the Club through constant consultations and involving children in all aspects of planning.
- To ensure that parents are involved as much as possible in the Club through consultations with the staff.
- To ensure that as a Club, we strive to meet best practice benchmarks through staff training and continuous learning.
- To adhere to our policies and procedures and ensure that they are reviewed annually.
- To provide safe, high quality childcare with respect to levels of staffing and health and safety of premises.
- To recruit staff using safe practices and offering high standards of employment for childcare workers in terms of salary, conditions of employment and training opportunities.

RLASC Admissions and Registration

Admission

We are able to provide after-school care for children from Walker Road, Tullos, Hanover Street, St Joseph's, Skene Square and Ferryhill Primary Schools; subject to appropriate staffing ratios laid down by the Care Inspectorate and availability of places. However, if there are parents outside our main primary schools wishing to enrol their child (ren) with RLASC this can be looked into.

Registration

All children wishing to join our after school Club may therefore be registered to attend. **If you wish to give up your child's place at the Club, we require two to four weeks written notice.**

It is up to the Parent/Carer to ensure that all important details are kept up to date on registration forms, particularly home address and telephone number, emergency contact numbers, GP details, dietary needs, and medical conditions/medication details. Any changes to these details should be given to the RLASC Manager as soon as possible to avoid any confusion or difficulties.

All registrations are taken as per the current booking procedures. However, RLASC will give priority to siblings where a brother or sister is currently registered at the Club. Also a 10% discount applies to a second child been registered with the club.

Parents/carers should note that registration **does not** guarantee their child a place on any specific day until full payment has been made to secure the space.

Making A Booking

Club Opening Hours

RLASC is open during term time and through certain holidays. During term time the Club opening times are as follows:

Mondays to Fridays: 3:00pm until 6:00pm

Our Holiday Club opening times are as follows:

Mondays to Fridays: 8:00am until 6:00pm

Our Holiday Clubs run on a demand basis. You can choose to book your child in for a half day (either 8:00am until 1:00pm or 1:00pm until 6:00pm) or for the full day.

The RLASC Booking System

- Our booking system requires you to book for contracted sessions yearly and required to pay for these set weekly sessions however if you wish to cancel your contract you will need to give us 2 to 4 weeks written notice.
- A 'contracted session' means the same day(s) every week (e.g. a commitment to Monday, Wednesday and Thursday). However these sessions can be changed on discussion with the Manager of the Club and if more days are required this is only if the desired days are available.
- If a contracted session remains either unused or unpaid for four consecutive weeks (with the exception of long term illness or other exceptional circumstances), it will be forfeited and offered to the next person on the waiting list. You will still be liable to pay RLASC for the usage of the place for the remainder of the term.
- It should be noted that no credit will be given for unused contracted sessions and even if your child does not attend a session you will still be required to pay for that session.

Absence from Club

If a child who is booked in to the Club does not turn up, RLASC staff has a responsibility to locate the child first by checking with the school if staff are unable to find the child then the parent/carer will be contacted immediately and certain procedures will be put in to place.

It is therefore very important for the Club to know if a 'booked in' child will not be attending for whatever reason (illness, change of plans etc) as time could be spent looking for that child. If your child will not be attending on a day they are booked in, please phone the Club as soon as possible to let the staff know. Contact numbers are given in the final section of this handbook you can also send us a text message.

Pay Policy

The RLASC Fee Structure

The fee structure is set by the management committee and is reviewed on an annual basis. As our Club is a registered childcare facility, parents may be able to get help with the cost of the childcare through Working Tax Credits and Child Tax Credits. Further information is available from the Tax credit helpline on 03453003900.

Cost

The cost per session is £10.00/day, Mondays to Fridays. Full or half day charges apply on in-service days, general school holidays and public holidays when childcare is required. Holiday childcare cost is £25/full days; £15/half days and £120 full week.

Fees are payable prior to attendance 1 month in advance (unless they are by childcare vouchers). A retainer fee of £50 is required for those registering in advance. Fees are reviewed at the start of each academic year.

If the fees remain outstanding for a period of two weeks after the start of the month, the RLASC reserves the right to charge a late payment fee of an additional 5%. If persistent non-payment continues we will follow the procedures outlined in our Non-Payment Policy.

Methods of Payment

We require parents/carers to book their RLASC sessions every school year and make payment monthly. The following methods of payment are offered:

Monthly Standing Order: Parents using the standing order method will have their yearly bill split in to 12 monthly payments; this method does not take in to account school holidays.

Monthly Billing: This can be paid by cheque, cash, childcare voucher or bank transfer. Monthly invoices are sent in advance via email and payment will be by calendar month. An online receipt will also be sent once payment is received.

Cheques: Cheques should be made payable to “Rising Light After School Club”.

Childcare vouchers: Parents can also make arrangement for payment to be made by childcare vouchers.

Bank transfer: Payments by bank transfer.

Bank	Royal Bank of Scotland (RBS)
Sort Code	83-15-31
Account Number	11667628
Account Name	Rising Light After School Club

When paying via bank transfer (BACS) please reference the child's name.

Any Ad-hoc sessions on top of contracted sessions will be added on to your monthly bill. Standing Order payers will receive a separate invoice for this usage.

Any parent/carer with concerns about making payments is welcome to discuss their situation with the Club Manager. Parents/carers can be assured of confidentiality.

Non-Payment of Fees

Parents/Carers should note that non-payment of fees will result in RLASC being unable to offer its childcare service until either the outstanding debt is cleared or another solution is agreed. The RLASC Manager and accounts department will deal with any matters of non-payment.

Penalty Charges

Parents who are late in collecting their child will incur a penalty charge as follows:

- Pick up between 6.05pm and 6.15pm -£10
- Pick up between 6.16pm and 6.30pm-£20
- After 6.30pm if we haven't heard from a parent/guardian the child will be handed over to the Social Work department:

Social Care and Well-being,

Aberdeen City Council

Business Hub 8, 1st Floor North, Marischal College

Broad Street, Aberdeen

AB10 1AB

Phone: 01224 693936

Text phone: 01224 699699

Email: OOHS@aberdeencity.gov.uk

RLASC Activities

The Rising Light After School Club provides a stimulating and creative atmosphere for children. Our goal is to play our part in the wellbeing of the child in order for them to become successful learners, confident individuals, effective contributors and responsible citizen. We are constantly consulting with the children on ways to improve our Club and the different activities that we could do. We make sure that we involve all the children in compiling the weekly activity plans to help them learn, play and relax with friends. In order to accommodate the range of ages and interests of the children attending the Club we offer a wide variety of activities including:

- Arts and Crafts
- Dressing up
- Baking
- Puzzles/games
- Quiz/competitions
- Our chill-out corner is there for all the children to use
- Outdoor fun including trips to the parks or the local castle

When we are outside playing with the children we encourage the children to explore their surroundings and appreciate the gift of nature. As well as taking part in structured activities, the children also have the opportunity to just relax, chat with their friends and generally “chill” after a busy day at school. The RLASC staff organise a variety of themed events for the children at special times of the year, such as Christmas, Chinese New Year, Valentine etc.

A Safe And Happy Club: Our Underlying Principle

The RLASC provides a quality care service where every child is respected as an individual. We feel strongly that the needs of the child should be the primary focus of the Club. We will ensure that the needs of all children are met by adhering to the following principles:

1. Food and Snacks

A healthy snack and drinks (juice or water or milk) are available for the children during the course of the afternoon. Snacks include bread, crackers and cheese, dips and breadsticks, pancakes, hot dogs, pizza etc. Fruit is also always provided. We also encourage the children to help us choose snacks for the following week so that we ensure that children are eating healthy snacks which they like. Crisps and some sweets only appear occasionally (birthdays/end-of-term parties!)

Since the children are encouraged to be involved in baking sessions and eat their own baking, the RLASC tries to ensure the baking choices are fairly healthy, including things such as pizza, pasta, dishes, some cakes and biscuits. The children often choose what they would like to make themselves. If parents/carers would like to make suggestions on snack we would love to hear from you. Contact details can be found at the end of this handbook. We follow all Health and Safety Regulations in the preparation of any foodstuffs and aim to buy only good quality food.

2. Premises and Access

The premises meet accepted standards and conform to Health and Safety Requirements as well as Fire Regulations. We have an agreed standard of cleanliness and all members of staff take care to ensure that the premises remain clean and safe for its users.

3. Fire Safety

The Club holds regular, unannounced fire drills to ensure that all children are aware of Fire Exits and Assembly Points. There is an escape plan on the notice board for children, parents/carers and visitors to see. All fire drills are recorded and kept.

4. Play Area and Kitchen

All floors will be kept clean, non-slippery and free from any obstruction. All spillages will be cleaned up immediately. Children are never allowed in the kitchen area without supervision. All cleaning materials are kept out of reach of children.

Staff

All RLASC staff work to current and appropriate job descriptions and have been appointed ensuring that they possess/are working towards the relevant qualifications.

All vacancies will be widely advertised. Following a rigorous interview process, all those selected will undergo an Enhanced Disclosure (Scotland)/PVG checks.

Staff will register with the Scottish Social Services Council and follow a programme of training to reach their full potential and the Club will help each staff member to follow a path of continuing learning and development.

Regular staff meetings are held to maintain good communications and to review good practice. Staff will also ensure the religious and cultural beliefs of the users are respected.

Policies and Procedures

The RLASC has a number of formal policies and procedures in place, covering a wide variety of topics. Some policies have been put in place for the staff. Others are for the benefit of the RLASC children and their parents/carers. Listed in this handbook are our policies and procedures. It is only a list however, if you wish to see our Policy and Procedures in full please ask a member of staff. Similarly, the report on RLASC's Annual Inspection undertaken by the Care Inspectorate is always on display on the Club's notice board and may be read at any time.

1. Admissions Policy
2. Collection Policy
3. Late Pick-up Policy
4. Partnership with Parents/Carers Policy
5. Customer Care Policy
6. Complaints Policy
7. Confidentiality
8. Behavioural Management Policy
9. Promoting Good Behaviour
10. Bullying Policy
11. Outside Play Policy
12. Child Protection Policy
13. Data Protection Policy
14. Equality and Diversity Policy
15. Accident/Incident Procedure
16. Health and Safety Policy
17. Infection Control Policy
18. Welfare of Service Users
19. Whistle Blowing Policy
20. Disciplinary Procedures
21. Emergency Procedures
22. Play Policy
23. Participation Policy
24. Mobile Phone Policy
25. Administering Medication Policy
26. Inclusion Policy
27. Healthy Eating Policy
28. Sun Protection Policy

All policies and procedures are reviewed annually and all staffs have a working knowledge of each policy.

First Aid and Medication

There will always be a staff member present who has undertaken appropriate First Aid training. There is a very well stocked first aid box located in the club hall. In addition, all staff members have received appropriate training from the manager in how to deal with and record accidents and emergencies. If your child has had an accident whilst at the club, it will be recorded in the accidents book and you will be asked to sign the appropriate form as the child's parent/carer.

If you require a member of staff to assist your child in taking prescribed medication, you must fill a permission form allowing them to do so, prior to the medication being administered. We would also ask that you keep RLASC's records up-to-date by noting any regular medicines, allergies or medical conditions accurately on the registration form. If there are any changes please also put the changes in writing for our records. We also require that all medication is clearly labelled with the child's name and date of expiry.

Holiday Clubs

The RLASC runs Holiday Clubs every year like Easter, October and Summer holidays. We are also open on In-service days and most public holidays.

We run our Summer Holiday Club for the first 4 weeks of the holiday. It is open to all P1 – P7 pupils from the various schools around the city and also to non registered families who would like to use our Holiday Clubs. The children take part in a varied programme of activities that they help to plan.

Contact Us

We ask parents to call or send us text messages if possible. Our main line is: 01224574511.

Alternative numbers are:

- Mobile 1-07955687359
- Mobile 2-07938565889

Our email address is admin@risinglight.org.uk

Website: www.risinglight.org.uk

Suggestions And Complaints

We have a complaints policy, which is available for all Club users to read. Children, parents, staff and volunteers are all encouraged to express satisfaction and make suggestions or complaints about the service provided.

Parents wishing to discuss matters of concern should approach the play workers or club manager directly. You are also welcome to write to the management committee if you have any concerns with the operating of the RLASC or your individual child (ren).

Letters should be addressed to the Senior Management Committee and left with the Club Manager. If not satisfied with the way your complaint is been handled, then complaints can be made in writing to:

Care Inspectorate Aberdeen

Johnstone House

Rose Street

Aberdeen

AB101UD

0345 600 9527

enquiries@careinspectorate.com

Frequently Asked Questions

How does my child get to the Club?

Your child will be collected by the Club's bus from his/her School and taken to the Club. Each child will have his/her name checked against a list of those children expected that day.

What happens at home time?

Children will ONLY be permitted to leave with the person named on the registration form. Parents must inform us in writing of any changes to the named person(s) so that our records can be kept up to date and for the safety of each child.

What happens if I'm late in arriving at the end of the day to collect my child?

If a child has not been collected by 6pm a member of staff will call the emergency contact as detailed on the registration form. In the event that a child has not been collected by 6.20pm, and a staff member has been unable to locate any of the emergency contacts, under the conditions of the Children's Act 1989 and Care (Scotland) Act 2001, the Social Services department will be contacted for advice. Parents will be responsible for any additional operational costs incurred because of late collection.

What happens if my child is sick and off school?

If your child will not be attending the Club as per your normal booking, a phone call should be made directly to the Club as soon as possible.

What happens if my child forgets to, or simply does not turn up?

When an expected child does not appear at the pick-up point or at the Club, a staff member will check the school register. If the child attended school, the parent/carer will be contacted immediately. If a child is not attending the Club the parent/care should inform the Club manager in advance to avoid unnecessary concern.

Should my child bring anything with him/her to the Club?

Toys, games and equipment are all available at the Club. Although a number of aprons are available, we do suggest that children either wear or bring old clothes to change into as many activities may involve paint or glue if they so desire. Many activities take place outside so it is important that you provide sun cream for your child when necessary. Hats and long-sleeved clothing will also help to prevent over-exposure to the sun whilst children enjoy themselves.

Attendance and Absence

All children should attend regularly at the sessions booked. Notice should be given in advance of absence for holidays, appointments etc. and as soon as possible in case of illness. Fees will be charged at the full rate for any periods of holiday or sickness.

Cancellation of Place

If at any time you should decide that you no longer wish to retain you child's place at the RLASC, a minimum of two week's notice in writing will be required or two weeks payment in lieu.

Unforeseen Closure

In the event of closure of the After-School-Club due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the Manager, the club will close and the parent/carer accepts that no refund of fees will be made. This is due to continued operational costs of the RLASC.

Sickness/Emergency Treatment

Children must not attend the RLASC while they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the club, the parent/carer will be contacted to arrange to take their child home.

In the case of an infectious illness the recommended exclusion time must elapse before the child can be readmitted to the club. The RLASC will adhere to the guidelines provided by the Health Protection Scotland. In the case of an emergency the club will contact the appropriate health professionals. If attendance at a hospital is required a senior member of staff will accompany the child and remain with the child until the child's parent/carer arrives. The RLASC will continue with attempts to make contact with the parent/carer, if they have not been able to reach them immediately.

SCSWIS Registration

The RLASC is registered with the Social Care and Social Work Improvement, Scotland (SCSWIS) and complies with all its policies and procedures. The RLASC reserves the right to change the above Terms and Conditions as and when the need arises. One month's notice will be given in writing to notify parents/carers of any changes.

Agreement

As parent/carer, I acknowledge that I have read and agree to the Terms and Conditions of RLASC set out above.

(1) Name:.....

Sign:

Date:.....

(2) Name:.....

Sign:.....

Date:.....