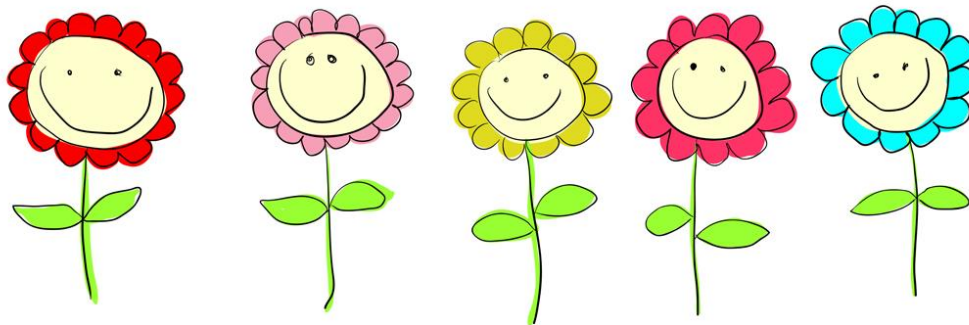




Parent Handbook Early Years



2015/16

2nd Edition



Registered office: 123 Castlemilk Drive, Glasgow G45 9UG
Registered in Scotland: Company No. 265660 Scottish Charity No. SC035442



Dear Parents / Carers,

We would like to take this opportunity to welcome you and your family to The Indigo Childcare Group.

The Early Years are provided in two nursery settings:

Indigo Early Years at 29 Dunagoil Road
Indigo Early Years at 123 Castlemilk Drive

Both nurseries provide quality childcare for children aged from 6 weeks to 5 years. When your child moves on to school, The Indigo Childcare Group also provides before and after school and out of school care services in two local primary schools. For further information, please speak to one of the nursery staff or visit our website at www.indigogrp.com

We hope that your child's time with us will be a happy and memorable one.

The Indigo Childcare Group is a Social Economy organisation and a company limited by guarantee that offers a 'One Stop Shop' for all your childcare needs.

The Indigo Childcare Group is always seeking to develop and improve, and we hope that your association with us will be rewarding and happy.

If at any time you have concerns about your child, please do not hesitate to contact us. Please remember that no worry is too small to share with us: we will endeavour to help as best we can.

Yours Sincerely,

A handwritten signature in black ink that reads "Deborah Grant". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Chief Executive Officer

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Contact Details

The Indigo Childcare Group nurseries are open 49 weeks per year (this takes into account all public holidays and In-service days)

Headquarters & Indigo Early Years
123 Castlemilk Drive
Castlemilk
Glasgow
G45 9UG
Tel: 0141-634 6161
Fax: 0141-631 4313

Indigo Early Years (based in John Paul II Campus)
29 Dunagoil Road
Castlemilk
Glasgow
G45 9UR
Tel: 0141-634 6161
Fax: 0141-631 4313

Contact: info@indigogrp.com

Website: www.indigogrp.com

Mission & Aims

Mission

Our mission is to ensure that all parents in Castlemilk have access to high quality, affordable childcare that assists them and their children to reach their full potential. The Indigo Childcare Group will build on the achievements of its three constituent organisations by providing a range of services, which improve the quality of life and the life chances of local families and children.

Organisational Aims

Our aim is to manage and deliver a wide range of high quality childcare services which:

- Parents can rely on and trust
- Contribute to the social and educational development of children, and help them develop their true potential
- Enable parents to move into formal and informal learning, training or employment, keep their job, or advance their career
- Promote social justice by enabling parents to participate more fully in the community
- Promote training in the skills associated with the care and supervision of school and pre-school children
- Contribute to the continued regeneration of Castlemilk and the wider Langside & Linn Community Planning Partnership area by supporting vulnerable families as well as providing local services and employment.

Background

The Indigo Childcare Group was established in 2007 by bringing together three community childcare projects: CASC, Castle Kids and St Martin's collectively offering six services. These services are now one organisation known as The Indigo Childcare Group offering a 'one stop shop' providing childcare for your child from the ages of 6 weeks to 16 years. The organisation comprises:

- Two Early Years extended day care services at 123 Castlemilk Drive and 29 Dunagoil Road
- Two Out of School Care services at Castleton Primary and St Bartholomew's
- A mobile/flexible crèche service
- Indi Youth, an innovative youth service for P7 to S4

For details of any of these services, please visit our website at www.indigogrp.com or contact our administrative headquarters on 0141 634 6161.

The Vision

Our vision is to provide a range of childcare services to meet the needs of children, young people and parents living 21st-century lives.

The Plan for Early Years

Early Years Managers are responsible for the day-to-day running of the Early Years services, and our CEO oversees the running and development of all Indigo Services. In August 2009, we introduced and continue to develop the National Curriculum Framework using *Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families* and Curriculum for Excellence across both of our Early Education Centres. Staff work closely together as one team sharing skills and learning together on a day to day basis and via our In-service Training days. Our ongoing commitment to quality improvement is evidenced in our Annual Improvement Plan.

Indigo Early Years at 123 Castlemilk Drive (0-3 years)

This building is well placed in the centre of Castlemilk, specialising in care and education for our youngest children. You can enjoy peace of mind knowing that your child will experience a balance of high-quality play experiences with opportunities for rest and relaxation. This is the smaller of our two nursery buildings, offering a more intimate setting with a maximum of 32 children aged 6 weeks to 3 years.

We continuously aim to improve your child's experience by providing curriculum-based activities and outdoor play. We welcome parents' and carers' views, and aim to work closely with you to meet your child's needs.

For parents wishing to access pre-school education, our staff will support the transition for children aged 3 and over to our 'big nursery' by arranging play visits using our minibus. These sessions provide a valuable opportunity for your child to become familiar with a nursery within a school. We believe this transition supports your child's journey and helps to prepare for starting school. We recognise that parents are busy and so we offer evening visits and tours, to enable you to visit and ask questions without having to take time off.

Indigo Early Years at 29 Dunagoil Road, John Paul II Primary School Campus (0-5 years)

Situated at the top of Castlemilk within a primary school campus, our 148-place Early Years Nursery offers full day care for children from 6 weeks to 5 years of age.

This state-of-the-art facility provides a bright, stimulating environment for children with excellent resources and outdoor play.

We offer pre-school places in this purpose-built nursery, which holds Partnership Status. This means that we have access to the most up-to-date information on education and resources. Parents eligible for government-supported childcare also get a refund on their fees, helping to make childcare more affordable: this is currently a maximum of 15 hours per week for 38 weeks per year.

The exact date at which children become eligible is decided between national and local government (the local authority).

- Children whose third birthday falls between 1st March and 31st August become eligible for a free place from the autumn school term following their birthday (usually beginning in August).

- Children whose third birthday falls between 1st September and 31st December become eligible for a free place from the spring school term following their birthday (usually beginning in January).
- Children whose third birthday falls between 1st January and the last day of February become eligible for a free place from the summer school term following their birthday (usually beginning in April).

The intake for the above is based on the educational year and the number of places available. Senior staff will be more than happy to talk you through this process.

Management Structure

The Indigo Childcare Group is a company limited by guarantee with charitable status. The Board of Directors has overall responsibility for the governance of the organisation. Along with our Chief Executive Officer, the board are involved in the development and implementation of strategic, financial and policy-related issues. The Board devolve day-to-day responsibility to paid members of staff who are skilled and qualified to deliver services.

Staff Qualifications

In line with Scottish Social Services Council regulations, all of our Early Years staff either hold or are working towards the relevant qualifications for their post.

Both Managers of the Early Years services currently hold SVQ level 4 Childcare, Learning and Development, and are working towards BA Childhood Practice.

Lead Child Development Officers hold or are currently working towards SVQ level 4 Childcare, Learning and Development.

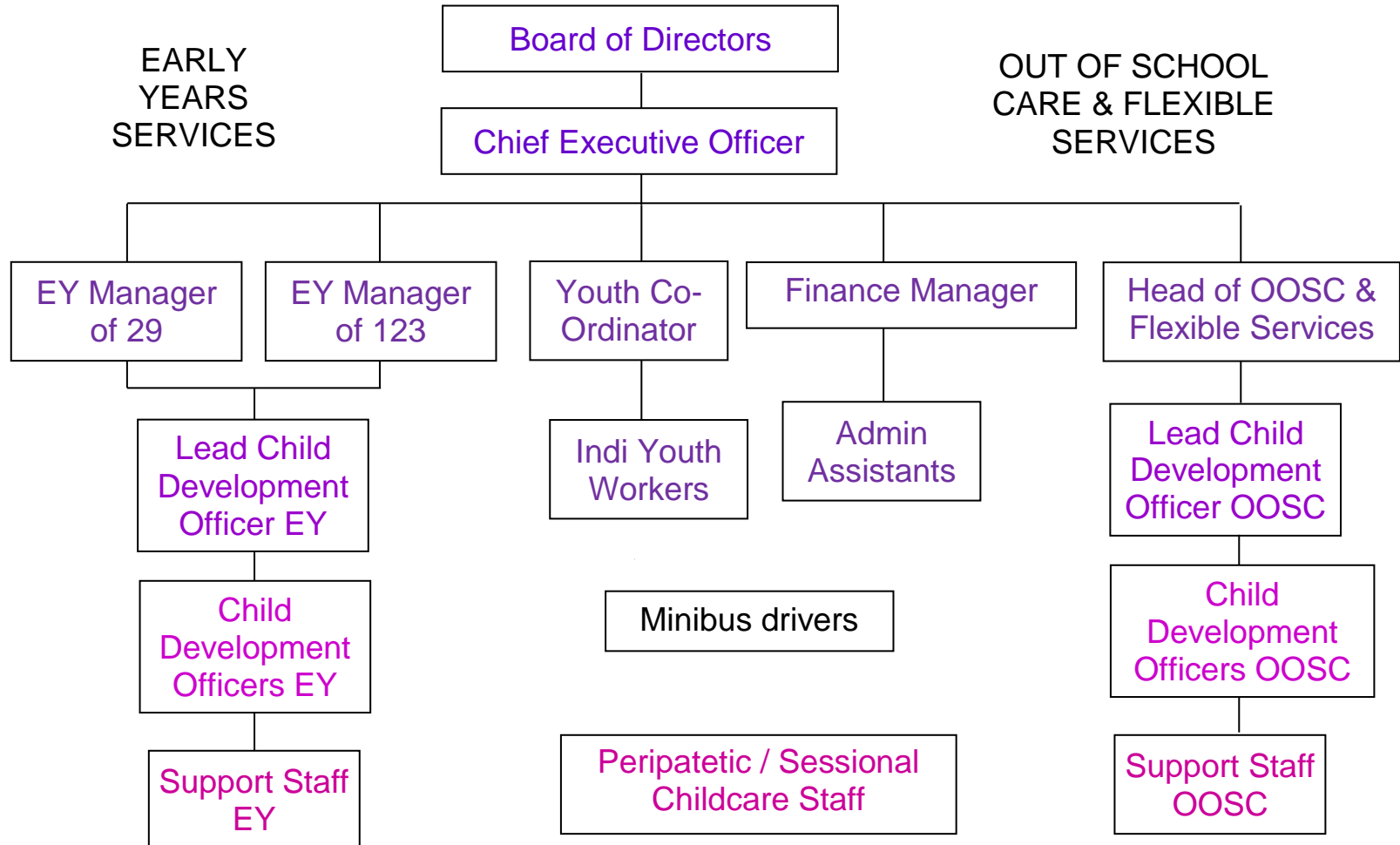
Child Development Officers hold a variety of qualifications such as HNC Early Education and Childcare, SVQ level 3 Childcare, Learning and Development, SVQ level 3 Playwork, HNC Social Care, HND Supporting and Managing Learning Needs.

Support Workers hold or are working towards SVQ level 3 Childcare, Learning and Development.

To support the running of the services we have a bank of sessional staff who hold or are working towards a variety qualifications.



Management Structure



Staff List

The Indigo Group HQ

Chief Executive Officer	Deborah Grant
Finance Manager	Vera Matthews
Finance Officers	Nicola Carlin Rosemary Shewan
Admin Assistant	Duncan Campbell

Early Years Staff Team

Manager of Early Years at 29	Laura Steven
Manager of Early Years at 123	Ashley Turner
EY Team Leader	Lynn Murdock
Early Years Lead Child Development Officers	Nicola Borland Jillian Campbell Debby Larkin
Temp Lead CDOs	Michelle McCafferty Pauline Welsh
Early Years Child Development Officers	Marion Bruce Louise Burrows Alice Cassidy Chanelle Chambers Lauren Colakoglu Lesley Eaglesham Gail Gray Clare Howard Charlene Keenan Helen Kilbride Dawn MacKenzie Nicola Mackin Yvonne Maguire Claire McCabe Barbara McGinley Brooke McGovern Charley McGrath Vicky McIlwraith Kelly McSporrان Ruben Meza-Hernandez Carly Milligan Dawn Moffat Pamela Montgomerie Leigh MacKenzie Margaret Orr Lynda Scott Liz Tawse Louise Thomson Lynsey Weir

Out of School Care Staff Team

Head of OOSC & Flexible Services	Suzu Alexander
Team Leader	Laura Welsh
Lead Child Development Officer	Kirsty Findlay
OOSC Child Development Officers	Mark Borland Suzanne Gallacher Anne Marie O'Neill Margaret O'Neill Frances Pate Rosalind Shannon Angela Tamburrini Louise Thomson
Mini Bus Drivers	Alex Mercer George Barnwell

Indi Youth Staff Team

Youth Coordinator	Stephanie Grant
Youth Workers	Liam Cassidy Kerry Ann Dougan Cassie McGoldrick Grant Syme

Peripatetic Staff and Additional Support Staff

Peripatetic Staff	Eileen Paul
Sessional Staff	Dominika Andrew Steven Andrew George Barnwell Courtney Causer Sonia Cavanagh Lauren Connelly Nancy Corrigan Steven Cuthbertson Gillian Lamont Helen Mallon Gary McCann Misha McMichael Lynn Morcombe Iain Muir Matthew Shewan Jordan Steven
Support Staff	Derek Reid William Paterson Amy Stryczko

Funding

The Indigo Childcare Group receives funding from Glasgow City Council's Integrated Grants Fund. This funding provides a subsidy towards your childcare costs and contributes significantly in order to keep the costs to parents as affordable as possible.

Pre-School Partnership. The Early Years Nursery at 29 Dunagoil Road has Partnership Status with Glasgow City Council, which enables parents to access funding for Pre and Ante Pre-school children's fees for up to 15 hours 50 minutes per week. Pre-school Partnership Places are awarded to partner nurseries each year and are limited in number. In order to maximise the number of children accessing these places, at present we offer each qualifying child one session of 3 hours 10 minutes each day they attend the service, to a maximum of 15 hours 50 minutes per week.

Admissions

The Indigo Group prioritises the order in which children are admitted through its Admissions Policy. This policy clearly identifies a banding system for fairness and transparency in order to meet the organisation's aims.

Band	Priority	Evidence / Process
1.	Parents / Carers in work, education or training in receipt of Working Tax Credit	Evidence of Glasgow residency must be provided (i.e. council tax letter). Evidence of Working Tax Credit must be provided (Tax Credit Award letter). Children are admitted in order of date of application. Where applications arrive on the same day with the same request, children will be admitted by date of birth.
2.	Other working families within Glasgow	Children are admitted in order of date of application. Where applications arrive on the same day with the same request, children will be admitted in date of birth order.
3.	Statutory Provision Only (Glasgow children)	Statutory-only places will be offered based on availability, date of application and date of birth. (Pre-school children first, followed by Ante pre-School). Charges apply as per Charging Policy (breakfast/lunches/snack).
4.	Referrals (Vulnerable families)	Priority will be awarded to Glasgow City Council's Admissions Policy Bands 1 to 2. Referrals must be received on referral agency forms.
5.	Working parents / carers outside Glasgow	Children are admitted by date of application. Where two applications are identical, admissions will be based on date of birth.

Availability, Registration & Enrolment

123 Castlemilk Drive, registered for 32 full-time Early Years places

Age Range	Places
0 – 2 years	12
2 years and over	20

29 Dunagoil Road in John Paul II Primary School, registered for 148 full-time Early Years places

Age Range	Places
0 – 2 years	15
2 – 3 years	25
3 – 5 years	108

Adult to Child Ratios

Our services operate within the National Care Standard Guidelines as a minimum. Where rooms join together for welcome time and for emergencies, our ratios are maintained in accordance with the age group of the children. We also employ Support Staff to offer additional support to staff working directly with children; these valuable members of staff also provide cover for staff absence and ensure that the children receive continuity of care. Each nursery also has an Early Years Management Team; these teams hold responsibility for customer care and the supervision of our staff.

Age Range	No. of Adults to No. of Children
0 – 2 years	1:3
2 – 3 years	1:5
3 – 5 years	1:8

How do I access the Service?

Step 1

Registration

Please contact us on 0141 634 6161 for a registration form or complete an online registration form at www.indigogrp.com. This registers your interest in our service. You will receive a letter confirming receipt of your application.

Step 2

Enrolment

If a place is available and you require immediate childcare, you will be asked to complete enrolment information (this includes paperwork on allergies, consent forms, agreement form, etc.). Staff can assist with the completion of this information. If you are planning a place for the future, our admin staff will contact you to gather more information and add you to our waiting list.

Step 3

Settling-in

Induction and settling-in visits will be arranged for you and your child. The settling-in visits will normally be carried out over the course of a week; this week is not chargeable.

Ethos

The basis of our organisation is that “Every child, whatever his or her social / economic background, is entitled to the best start in life” (the vision of the Scottish Social Inclusion Network). All nursery children have a learning and development plan, designed to suit the child’s individual needs.

Each child’s play environment is caring, happy and safe and is well resourced to encourage children to explore and grow in themselves. Each child’s day is rich in literacy, numeracy and ‘health and well-being’ play experiences, enabling them to become confident individuals, successful learners, responsible citizens and effective contributors, taking their first steps into lifelong learning. The nurseries encourage community involvement that instils a sense of belonging in children and their parents and respect for their community. We work towards the child being at the centre of everything we do.

Parents

Parents’ Participation

We aim to provide a range of opportunities for you to participate in your child’s learning and development whilst they are at nursery. General information can be exchanged on an informal day-to-day basis by chatting with your child’s Key Worker. We recognise that parents are busy and therefore we schedule two Parents’ Evenings each year to enable you to discuss your child’s progress on a one-to-one basis. On these evenings, you can watch video of your child’s day and a slide show of children engaging in various activities. Parents can look at children’s work and Profile folders containing assessment records. Support materials are provided to enable you to take part in nursery activities at home with our monthly ‘home to nursery’ sheets. We encourage nursery / school links by promoting use of local schools, Out of School Care and Youth Services to all parents. Children’s learning is tracked in preparation for school by use of transition records; these have proved to be a positive link between nursery and school.

We recognise parents as the prime educators of children and seek to work in close partnership to ensure that your child receives the most positive experiences whilst in our care. To ensure that you are kept informed, we issue regular newsletters, curriculum development sheets and pre-school packs. We have developed our website and social network (Facebook) site to provide a range of information for parents. Along with this, we are also developing the use of e-mail to distribute information that will help save the environment while hopefully ensuring that information reaches you more effectively.

Parents' Committee

We have established a Parents' Committee across both nurseries. The committee's role is to work collectively on ideas for improvement, to share information, and to raise funds for special events or extra-curricular activities, including bringing entertainment into the nursery, providing birthday / Easter / Christmas presents, and arranging the pre-school trip and graduation. This group also provides a valuable link to the Executive Team and our Board of Directors. All parent involvement is welcomed and your contribution would be valued. In turn, we hope that this involvement will enhance yours, and your child's experience at nursery.

For information on how to join a group, please call 0141 634 6161 or speak to Lynn Murdock or Ashley Turner, who organise the meetings in conjunction with the committee.

Home Links

Age-specific 'home to nursery' sheets are completed for each child. These help with the transition to nursery and let staff know a little bit about your child.

The Indigo Childcare Group, the Community & Contribution to Local Economy

We recognise that, in order to work or take part in training or education, parents need access to flexible childcare that meets their needs and the needs of their child. The Indigo Childcare Group aims to meet this demand by providing services to meet their needs, and more. Our Early Years nurseries are open from 8am till 5.45pm throughout the year.

As a community-based employer, we actively contribute to the local economy. We are proud to provide services that enable and encourage parents within our community and beyond to work and undertake training. We are investing in young people by providing work experience and placement opportunities and by employing and training people via the Modern Apprenticeship scheme.

The Indigo Childcare Group is committed to a programme of continuous improvement. In August 2010, we were accredited with the new Investors in People Award with an employability focus. We aim to provide the best childcare services, at the best price possible, with the best team.

Commitment to Quality

The Indigo Childcare Group has a commitment to providing high quality childcare. To sustain the overarching aim of the project, we have developed processes for monitoring and evaluating its objectives by using self-evaluation tools that measure our success. We are currently using 'The Child at the Centre II'.

We are proud of our teams of highly trained staff that are crucial to this multi-disciplinary approach to working. We recognise that the child is at the centre of all developments. Each staff member has an individual training and development plan that encourages both personal and professional development. Directives from the Scottish Social Services Council (SSSC) have informed us that only staff with nationally recognised childcare qualifications (i.e. NNEB, HNC in Childcare and Education, or SVQ level 3 in Childcare and Early Years) will be employed through the Children's Act.

Each Key Worker has responsibility for a group of children and is the key link between parent, home, nursery and the wider community. We develop this process by having regular room meetings, regular staff meetings and In-service Training days to keep up to date with all new childcare developments and research. At these meetings, the curriculum is planned and developed to meet the needs of the individual child embracing the five key areas of learning.

We achieved Investors in People accreditation, which demonstrates our commitment as an organisation to continuous improvement.

Registration & Inspection

In accordance with the Regulation of Care (Scotland) Act, 2001, both nurseries are registered with the Care Inspectorate and are obliged to adhere to the National Care Standards. Inspection reports are available online at www.careinspectorate.com; paper copies are on display in your nursery. Office-based staff would be delighted to help if you would like a copy to take away.

Early Years at 29 Dunagoil Road also undergoes integrated inspection carried out by HMIE. *"The inspections and reviews carried out by HMIE, allied to meaningful self-evaluation, are central parts of the approach to quality improvement in Scottish education. The effective combination of these two processes constitutes a powerful means of identifying strengths and priorities for improvement across the system."* (Taken from Her Majesty's Inspectorate of Education Website Nov. 2008: <http://www.hmie.gov.uk>)

Practicalities

Nappies & Wipes

To ensure your child can be kept clean and dry, please ensure that you supply adequate nappies and wipes for each day/week. If your child needs nappy cream, please supply this. Creams must be clearly labelled with your child's name. Please ensure you sign the consent form for application creams.

Shoes, Clothes and Dressing for the Weather

Please ensure there is also a change of clothes for your child, should they have an accident or get a little wet playing in the water. Soft shoes are worn in the playroom. We ask that parents dress children appropriately for weather for the purposes of outdoor play. In warm weather, please provide sunscreen for your child. If you forget, and we are playing outdoors, we will (with your permission) provide sunscreen to keep your child safe.

Toilet Training

Staff offer support for children (and parents) through this stage by remaining calm and offering praise as a reward for achievements. To help us and your child, we ask parents to provide at least two changes of clothes and suitable footwear (e.g. jelly shoes, crocs, etc.) during this stage of your child's development.

Prams

You are welcome to leave your pram whilst your child is at nursery. Please note that this is at your own risk. Prams should be stored in designated pram area.

Meals & Snacks

Both Early Years Centres actively promote healthy eating and lifestyles through our Healthy Eating Policy. Both offer two-course hot lunches, along with a morning and afternoon snack. Every effort is made to ensure that children's menus are well balanced. The children are offered at least three (and often more) of their '5 portions of fruit and vegetables a day' in nursery.

Menus are planned jointly to ensure consistency between centres, these are displayed in the nursery reception areas.

Babies, Milk and Weaning

Our nurseries have special storage areas for your baby's milk. Parents bring in prepared formula or breast milk daily, which staff will label and store for your child. In accordance with NHS Healthy Start, staff will, if requested by parents, use full fat cows, sheep or goats milk to mix solids from 6 months. However, as these aren't suitable as a main drink until your child is one year old, we ask you to provide breast or prepared formula milk for drinking. Cool boiled water is offered throughout the day.

Building Closure & Contingency

Planned closure: If we are unable to access nursery buildings through strike action or polling events, parents will be given maximum notice to enable them to make alternative childcare arrangements.

Short Notice Closure: If we are unable to provide childcare for any other reason (e.g. due to fire, flood, heating /water /electricity failure, etc.), we will issues notes at the earliest possibility. Where the closure is on the day of service, we will contact local radio stations and where possible contact parents using our text alert system, or by telephone to avoid unnecessary journeys.

Contingency:

If in an emergency we are required to evacuate our buildings, we will relocate to:

- 123 Castlemilk Drive: Nursery will relocate to COJAC, 146 Castlemilk Drive, Castlemilk, Glasgow G459UB. Phone: 0141 634 1002
- 29 Dunagoil Road: Nursery will relocate to Castlemilk High School, 223 Castlemilk Drive, Castlemilk, Glasgow G45 9JY. Phone: 0141 582 0050

Severe Weather

We work with the local authority and schools in making a decision to close nurseries due to severe weather. After school or during school holidays, we take into account guidance from the Met Office when assessing risk relating to weather, transport and accessibility to our services.

It is our priority that children, families and staff are able to access and get home from nursery as safely as possible. The above process for short notice closure would be followed.

Where closure occurs and evacuation is required, all parents or emergency contacts will be telephoned or sent a text alert. In this instance, as a matter of safety, we ask that parents would make arrangements to collect their child as a matter of urgency. Please ensure you contact our admin team with any new mobile, work or home telephone numbers.

Safe Entry and Exit of the Buildings

Parents are reminded that children remain their responsibility until they are handed over to their Key Worker and become their responsibility again upon collection. Please be aware of busy roads and car parks and any other hazards.

Students and Work Experience

Throughout the year we have students from various colleges, young adults from local secondary schools, and student nurses from the Health Board attending the nurseries for work experience and practical training. You can identify students as their photographs are displayed on the playroom doors.

Curricular Information

Both of our Early Years Nurseries will deliver the national curriculum experiences through delivery of “Pre Birth to Three: Positive Outcomes for Scotland’s Children” and the *Curriculum Framework for Children 3-5*, in conjunction with the national document Curriculum for Excellence 3-18. *Curriculum for Excellence aims to achieve a transformation in education in Scotland by providing a coherent, more flexible and enriched curriculum from 3 - 18, firmly focused on the needs of the child and young person.* The purposes of the curriculum are to provide the structure and support in learning which will enable all children and young people to become successful learners, confident individuals, responsible citizens and effective contributors to society and at work.

Both nurseries share staff and unified values in delivery and practice. Close working and collaboration means each child is offered high quality experiences that are mirrored in both settings.

Outdoor Learning

Learning outdoors is an important area within the curriculum. At both bases, the staff and children use the outdoor area as an extension to their playrooms. By providing daily opportunities for outdoor play and learning, the children have the freedom to experience energetic play without the restraints of the indoor environment. By playing outdoors the children have the opportunity to be challenged and involved in risk-taking activities, large physical play and exercise, planting and growing activities, den making, and various other activities. We have also developed links with the local woodlands officers, who along with staff engage children on nature walks around Castlemilk Park, allowing them to begin to appreciate the world around them through nature.

Eco Schools

Both services are registered with Eco Schools Scotland. 29 Dunagoil Road gained the Bronze Award in 2013 and is now working towards the Silver Award. Parents / carers or other family members can become involved through joining the Eco Committee. If interested, please speak to a member of staff.

Frequently Asked Questions

If my circumstances change, do I need to tell anyone?

- Yes. If there are any changes (e.g. phone numbers, employer's details, emergency contacts, etc.) please contact the office immediately. It is very important that we have correct details, as we may need to contact you in an emergency. Please call 0141 634 6161 and choose option 1 for the finance department or 0 for administration.

What happens if my child is unwell?

- In accordance with NHS guidelines, children who have sickness or diarrhoea must have a clear 48 hours before they come back to nursery.
- If your child has any type of infection, please let the nursery know as soon as possible.
- All medicines / creams must be prescribed by your doctor before the nursery can give them to your child. You will also have to sign a medical consent form on a daily basis to enable the nursery to administer the medicine.
- The nursery is unable to give children any medication unless a doctor has prescribed it with a time and dosage stated on it; this includes Calpol / Paracetamol.
- Parents should already have given at least one dose of a new medicine to ensure that the child does not have an adverse reaction to the medication (e.g. allergic to an antibiotic).
- If your child becomes unwell in nursery, we will phone you and ask you to come and collect him or her. If you are unavailable, we will contact one of your emergency contact numbers.
- If your child suffers from any allergies / medical conditions, you must inform the nursery immediately.

How do I let the staff know who is picking up my child?

- There is a signing-in sheet/fire register in each playroom that should be filled out on a daily basis.
- If there is a change to the named person, please contact the nursery and we will change your details.
- As a matter of safety, you must notify us if anyone other than the named person is collecting your child. If you fail to do this, we will not let your child leave the nursery without your consent. This is reflected in our Safe Care and Collection of Children Procedure.

What do I do if my child is not attending nursery?

- If you know your child won't be attending nursery for any reason, please let us know by speaking to a member of staff or by phoning 0141 634 6161 and choosing the option for the nursery that your child attends.

Will my child go on outings with the nursery?

- Yes. There will be times when your child will leave the nursery, with your consent. You will be asked to fill in a Local Consent Form when your child starts nursery for trips around Castlemilk. This will be updated if your circumstances change.
- If your child is going on a trip outwith Castlemilk, you will be asked to fill in a consent form specifically for that trip.

What happens when it's my child's birthday?

- To celebrate birthdays, parents can bring in a small shop-bought cake (we apologise that, due to Health & Safety requirements, we are unable to serve home-made cakes). All children will be made to feel special, and staff and children sing the "Happy Birthday" song. To keep birthdays manageable, we ask that parents save individual party bags for home.

Are there parent's activities in nursery?

- There is a Parent's Committee that meets six-weekly; the meetings are held in the evening and bring together staff and carers from both Early Years services. The aims of the group are to share information, take active involvement in consultation, and plan fundraising events. This is a great opportunity to come along and ask any questions you may have about nursery life. This group also links with the Board to ensure that parents' views are represented.
- The Board of Directors are responsible for the governance and strategic direction of the organisation. They are responsible for employing appropriately skilled staff to lead, manage and deliver the services. The Chief Executive Officer attends these meetings and presents organisational reports.
Please note: the nursery provides free crèche facilities for Parents Committee meetings.

The Indigo Childcare Group is not liable for the loss of or damage to personal items or clothing and / or property.

Property is left at own risk.

Nursery Policies & Procedures

Please find below a full list of our policies & procedures. In order to protect the environment, we enclose in this handbook the most relevant policies for parents and children. All policies are on display in the nursery; copies are available on request. Please feel free to look at our Policy Folder. Staff will be happy to help. Please ask if you would like to take additional copies away.

Admissions Policy	Outings Procedure/ Checklist
Behaviour Policies	Outdoor Play Procedure
Child Absent From Service Procedure	Charging Policy
Child protection Policy	Prevention of Spread of Infection
Complaints Procedure	Procedure When Child Absent from Services
Equal Opportunities Policy	Recruitment & Selection Policy
Settling in Procedure	Dealing with Sick Child/ Accident Procedure
Settling Procedure	Fire Evacuation Procedure & Plan
Safe Recruitment Policy	Health & Safety policy
Safe Care & Collection of Children Procedure	Healthy Eating Policy
Staff Training & Development Policy	Nappy Changing Procedure
Cancellation & Changes to Childcare	Non-Payment of Fees Policy
Observation Record Procedure	Policy on Recruitment of Ex-Offenders
Outings Procedure	Risk Assessment Policy
Communication and Language Development Policy	Whistleblowing Policy
Annual Leave Policy	Confidentiality Procedure
Liability Policy	Dress code Policy
Curriculum Procedure	Hygiene policy
Healthy Eating Policy Expressive and Aesthetic Development Policy	Data Protection Policy
Emergency Contingency Plan	Prescribed Medicine
Open Access Policy	Reporting Incidents Policy
Tooth-brushing Policy	Administration and Storage Procedure
Recruitment of Ex-Offenders Policy	Reporting an Accident
Parental Participation Policy	

Please note:

The policies and procedures within this handbook are correct at time of going to print; you will receive a copy of any changes / updates as necessary.

The Indigo Childcare Group Charging Policy 2015 /2016

Early Years from 1st April 2015

Service	Age Group	Daily Cost	Weekly Cost
Early Years	0-2 years	£28.37 Full Day Care	£141.83 Full Day Care
Early Years	2-3 years	£27.98 Full Day Care	£139.90 Full Day Care
Early Years	3-5 years	£25.87 Full Day Care	£129.33 Full Day Care
Early Years	3-5 years	£18.42 Half Day 8am-1pm	£92.12 Half Day 8am-1pm
Early Years	3-5 years	£16.98 Half Day 1pm-5.45pm	£84.90 Half Day 1pm-5.45pm
Private Places Outwith Glasgow Area	All Early Years	£33.37 Full Day Care	£166.83 Full Day Care
Private Places Outwith Glasgow Area	3-5 years	£23.36 Half Day 8am-1pm	£116.78 Half Day 8am-1pm
Private Places Outwith Glasgow Area	3-5 years	£21.88 Half Day 1pm -5.45pm	£109.38 Half Day 1pm -5.45pm
Agencies Including DWP, FE & HE (colleges / universities / training for work)	All Early Years	£34.70 Full Day Care	£173.50 Full Day Care

Early Years Ad Hoc Rates

Service	Age Group	Daily Cost	
EY full day	0-2 years	£33.00	
EY full day	2-3 years	£32.60	
EY full day	3-5 years	£30.40	
EY half day 8am-1pm	3-5 years	£21.16	
EY half day 1pm-5.45pm	3-5 years	£19.66	
Private full day	All Early Years	£38.20	
Private half day 8am-1pm	3-5 years	£26.29	
Private half day 1pm-5.45pm	3-5 years	£24.75	

Late Pick-up Charges

All Early Years	5.45pm-6.00pm	£10.00	
All Early Years	After 6.00pm	£20.00	

OOSC

Service	Age Group	Weekly Cost
Term time, Glasgow	4-16 yrs	£55.50
Term time, private/grant assisted	4-16 yrs	£99.00
Primary 1, Glasgow (12pm-3pm)	4-16 yrs	£37.50
Morning service, Glasgow	4-16 yrs	£15.00
Holiday, Glasgow	4-16 yrs	£88.10
Holiday private/grant assisted	4-16 yrs	£118.83
Ad hoc, Glasgow	4-16 yrs	£14.50 per day
Ad hoc, private	4-16 yrs	£23.30 per day

Indi Youth

Term time, Glasgow	11-16 yrs	£55.50
Term time, private/grant assisted	11-16 yrs	£99.00
Morning service, Glasgow	11-16 yrs	£15.00
Holiday, Glasgow	11-16 yrs	£88.10
Holiday, private/grant assisted	11-16 yrs	£118.83
Ad hoc, Glasgow	11-16 yrs	£14.50 per day
Ad hoc, private	4-16 yrs	£23.30 per day

Mobile Crèche Service

Agencies & Events	0-16 yrs	£14 .69 (per hour, per staff, min 2 staff)
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- Parents moving outwith the Glasgow City Council local authority area will not be eligible for Glasgow subsidy and charges will increase to private place rate.
- If your child is sick and does not attend, your fees are still payable. If your child is absent for more than 2 consecutive weeks due to illness, you will be eligible for a 50% reduction from the start of the third consecutive week of sickness.

Payment Method

Fees are paid by standing order and a unique identification number will be issued. You can also pay by debit/credit card payment in person at 29 Dunagoil Road or over the telephone. There is no additional cost for card payments using a debit card. There is an additional cost of 1.75% for using a credit card.

Early Years charging structure

Early Years fees are charged over 50 weeks per year; 2 weeks are free. This is built into the fee structure for 2-weekly, 4-weekly and monthly calculations. Fees paid weekly will be apportioned across 52 weeks per year. For example, weekly cost £147.50 multiplied by 50 weeks divided by 52 weeks means you pay £141.83 per week.

Out of School Care and Indi Youth Services charging structure

Fees are charged 52 weeks per year on a flat rate, which applies to parents accessing childcare on a full year contract.

Non-Payment

Falling behind with fees could jeopardise your child's place. Recovery of fees will be carried out in accordance with our Non-Payment of Fees Policy.

Parents are eligible to request a refund of fees should we close for emergencies. Please provide request by e-mail or written format.

Students

Completion of regulatory forms should be completed in advance of your start date. You are required to provide award allocation information. If you do not attend your course you may be eligible for the full cost of childcare. Please check with your place of learning for their policy on student payments for childcare. A full explanation for students can be found in our Student Charging Policy.

Pre-School Partnership Funding Awards: Up to 15 hours 50 minutes per week term time. Government funding is available to support the provision of free, part-time, term-time nursery places for all children aged 4 years old, eligible 3 year olds, and some children who are deferring entry to primary school.

These payments are refunded to parents eligible on receipt of payment from Glasgow City Council, usually but not prescriptively each November, March, and June by cheque or BACS transfer. These payments contribute to the cost of your childcare.

Note: If you are behind with your fees for any reason, this refund will help offset any overdue balance on your childcare account first, with any balance then being refunded to you.

Cancelling Your Childcare

If you no longer require childcare, **four weeks'** notice is required to terminate your place. Cancellation of Childcare Forms are available upon request. A final account will be issued upon your termination letter being received.

Changing Your Childcare Days

For changes to the days your child attends (requests for more days, fewer days, or different days), you are required to complete a Changes to Childcare Form stating what changes you require and from which date you would like this to start. Requests are submitted to the service which your child attends. We aim to process these within three working days. It is important to provide as much notice as possible, to enable us to assess availability and meet your needs. If there is no availability to approve requests immediately, you will be offered the opportunity to be added to a waiting list. You will be notified as soon as your request has been processed.

Nursery Fee Information

Each child has one week's settling in time to enable them to become familiar with the nursery routine and the staff. There is no charge for this week and we ask that a parent/carer is available to stay during this time.

How to Pay

Your fees are payable by Standing Order, on the 1st of the month in advance. Please complete the Standing Order form in your Registration Pack and hand into your bank within 1 week of your child's start date. This form has a unique number written on it to ensure all payments can be tracked.

The Finance Department will advise you of your childcare cost in advance of your start date.

How Much to Pay

The amounts charged are published within this handbook. It is your responsibility to check that amount you are being charged to ensure your weekly/monthly payment is accurate. If you think the amount you are paying is not correct you should contact the Finance Department immediately on 0141 634 6161 (Option 1) to confirm the amount.

Childcare Vouchers

We accept childcare vouchers. Please ask a member of the office team for more details.

If you are having difficulty paying

It is your responsibility to ensure your childcare payments are kept up to date. If you experience any difficulty in paying your fees or are worried that you may fall into arrears, please contact our Finance Manager on 0141 634 6161 (Option 1).

Non Payment and Arrears

We have a responsibility to ensure all fees are collected. If you fail to pay, you risk losing your childcare place. Full details of how we recover fee arrears are available in our Non-Payment of Fees Policy; a copy of this is included in your Registration.

Non-Payment of Fees Policy

If a family has used The Indigo Childcare Group's services without payment, or their payment to us has not been received in the pattern agreed (either weekly, fortnightly, or monthly), we will follow a procedure in these stages:

- 1 You will receive a text message from Admin/Finance to alert you to the missed payment/default of payment plan. This gives you the opportunity to make payment without incurring charges. If you do not respond to the text message, a letter will be left for you at the service your child attends, asking you to contact us within 24 hours.
- 2 Failure to contact Admin/Finance within 24 hours will result in an administration fee of £10.00 being applied to your account.
- 3 If there is still no response from you, your account will be passed to the Head of Finance, who will try to contact you by telephone. If Head of Finance is unsuccessful, your childcare place will be suspended, a letter will be hand-delivered to you at the service your child attends, and you will be charged an administration fee of £20.00.

If payment is made within 5 working days, no further action will be taken and the service will resume. If no payment or contact is made, your childcare place will be terminated and all outstanding monies owed will become due for immediate payment.

- 4 Once your childcare place has been terminated, if payment is not received or contact made [to discuss a payment plan] within 5 days from date of termination, The Indigo Group will immediately refer the matter to a debt collection agency, for which we charge an administration fee of £50.00. You will also be liable for all subsequent charges levied by the agency.
- 5 If we are required to attend at the Sheriff Court, costs will be applied at £20 per hour, per person.

It is The Indigo Childcare Group's policy to pursue all unpaid fees and other thefts through the Sheriff Court for recovery of the service's money.

Child Protection Policy

The Indigo Childcare Group will ensure that:

- All members of staff are trained, as part of their induction, in their roles and responsibilities in the protection of children.
- Local knowledge of the Child Protection Team, including out of hours contact numbers, is gathered and maintained.
- All concerns about a child's welfare are passed to the Child Protection Team.
- We will link with Glasgow Child Protection Committee.

Purpose

The purpose of this document is to make all staff aware of their roles and responsibilities in the protection of children. All concerns regarding child protection will be passed on to the local child protection team. The childcare worker's role is to ensure that their concerns are passed to their manager, not to carry out any investigations or make judgements. We will follow Glasgow Council's Child Protection Guidelines and Procedures (copies held at office) to protect and support children and fulfil our professional obligations to report concerns.

General Child Protection Information

Recently there has been a growing awareness within society that children are and have been abused physically, sexually and / or emotionally, and that this abuse can cause serious physical and psychological damage. Alongside this growing awareness, there has been an increasing willingness to report instances of suspected abuse. If people who suspect abuse do not report it, the suspicion can never be tested and the child may continue to suffer.

While the intention of these guidelines is to heighten awareness of the possibility of abuse, it is important to remember that many injuries caused by accidents are similar in presentation to those caused by neglect or abuse. Similarly, many behavioural reactions can be caused by other upsetting experiences (e.g. bereavement, separation or illness) as well as by exposure to emotional, physical or sexual abuse.

Aims & Objectives

Aims:

- 1) The Indigo Childcare Group aims to provide children with relevant information, skills and attitudes to help them resist abuse and prepare for the responsibilities of adult life including home and family. Together with these skills we hope that children will feel confident they can confide in staff on issues of neglect, abuse and deprivation.
- 2) To allow staff to be familiar and confident with the appropriate child protection procedures and issues. This policy is intended to give clear guidance to all staff, teaching & non-teaching on the signs that may indicate the possibility of abuse and the procedures to follow if a child discloses abuse or a member of staff suspects abuse.
- 3) To work with parents to build an understanding of The Indigo Childcare Group responsibility to ensure the welfare of all children and a recognition that this may occasionally require cases to be referred to other investigative agencies as a constructive and helpful measure.
- 4) To monitor children who have been identified as 'at risk'.
- 5) To contribute to an inter-agency approach to child protection by developing effective and supportive liaison with other agencies - thereby contributing towards a more effective detection of the incidence of child abuse.
- 6) To review The Indigo Childcare Group procedures and improve the way child protection issues are managed.

Objectives:

Child's Development

- The skills will be delivered through the Curriculum and especially via Personal and Social Development programmes (PSD).
- We try to create an environment and ethos in which children feel secure, their viewpoints are valued, they are encouraged to talk and they are listened to.
- We provide suitable support and guidance so that children have a range of appropriate adults whom they feel confident to approach if they are in difficulties.
- We use the curriculum to raise children's awareness and build confidence so that children have a range of contacts and strategies to ensure their own protection and understand the importance of protecting others.
- Staff treat the children with respect and all children are expected to treat each other and staff with respect.
- We look carefully at the role models The Indigo Childcare Group offers children through staffing, materials used, selection of curricular content and other experiences.
- We try to impress upon children the importance of rejecting violence as a means of resolving conflict.

- We regularly review and evaluate our school policies and practices of social control and behaviour modification.
- We give children opportunities to understand, and strategies for coping with stress.
- We give all children the opportunities to learn about child development and good parenting.
- We include, in the Curriculum/PSD programmes information on personal safety.

What is child abuse?

The term child abuse is used to describe ways in which children are harmed usually by adults and often by those they know and trust. It refers to damage that has been or may be done to a child's physical or mental health. This damage may occur at home, school or within any other environment.

Child abuse can take many forms and can be broadly separated into four categories:-

- Physical Abuse
- Neglect
- Emotional Abuse
- Sexual Abuse

Physical Abuse is usually used to describe situations in which adults:-

- Physically hurt or injure children (e.g. by hitting, shaking, squeezing, burning, and biting).
- Give children alcohol, inappropriate drugs or poison.
- Attempt to suffocate or drown children.

Physical abuse may also be deemed to occur if the nature of an activity the child is participating in disregards the capacity of the child's immature and growing body or predisposes the child to injury resulting from fatigue or over use.

Signs of Possible Physical Abuse

Note that bruising may be more or less noticeable on children with different skin tones or from different racial groups. You need to be alert to the following physical indicators:-

- Unexplained marks, bruising or injuries on any part of the body
- Cigarette Burns
- Bruises which reflect hand marks or fingertips (from slapping, grabbing, and pinching)
- Broken Bones
- Bite Marks
- Scalds

Physical abuse may not always be apparent from bruises, fractures or physical signs. Behavioural indicators, particularly when there are changes in behaviour, can also indicate that abuse is happening. This might be evident from the following behaviours:-

- Fear of parents being contacted.
- Aggressive behaviour or severe temper outbursts.
- Running away.
- Fear of going home.
- Flinching when approached or touched.
- Reluctance to get undressed (e.g. for bed when being cared for by another adult or for gym).
- Covering arms and legs even when hot.
- Depression.
- Withdrawn behaviour.

Neglect is sometimes the most difficult form of abuse to recognise. It can go unnoticed for a long time; yet can have lasting and very damaging effects on children. Children who do not receive adequate food or physical care will often develop and mature more slowly, while those who are left alone unsupervised or not stimulated will often find it difficult to make friends or socialise adequately. It is important to look for both physical and emotional indicators. Neglect includes situations in which adults:-

- Fail to meet a child's basic needs (e.g. food, warm clothing).
- Constantly leave children alone and unsupervised.
- Fail or refuse to give their children love and affection.

Physical indicators of neglect include:-

- Constant hunger, sometimes stealing food from other children.
- An unkempt state (frequently dirty or smelly).
- Loss of weight or being constantly underweight.
- Inappropriate dress (light clothing in cold weather).

Behavioural indicators of neglect include:-

- Being tired all the time.
- Frequently being late for school or not attending at all.
- Having few friends.
- Being left alone or unsupervised on a regular basis.

Emotional Abuse is perhaps the most difficult form of abuse to measure. Often children who appear well cared for may be emotionally abused by being taunted, put down or belittled, or because they receive little or no love, affection or attention from their parents or carers.

Physical indicators of emotional abuse include:-

- A failure to thrive or grow, particularly if the child puts on weight in other circumstances (e.g. in hospital or away from home).
- Sudden speech disorders.
- Development delay either in terms of physical or emotional progress.

Behaviour signs include:-

- Neurotic behaviour (e.g. hair twisting, rocking).
- Being unable or unwilling to play.
- Fear of making mistakes.
- Sudden speech disorders.
- Self harm or mutilation.
- Fear of parents being contacted.

Sexual Abuse

Both boys and girls are abused by people who may use children to meet their own sexual needs. This might be sexual intercourse, masturbation, oral sex, anal intercourse or fondling. Showing children pornographic magazines, photographs or videos is also a form of sexual abuse.

Physical indicators of sexual abuse include:-

- Pain or itching in the genital area.
- Bruising or bleeding near the genital area.
- A sexually transmitted disease.
- Vaginal discharge or infection.
- Stomach pains.
- Discomfort when sitting or walking.
- Pregnancy.

Behaviour indicators of sexual abuse may include:-

- Sudden or unexplained changes in behaviour.
- Apparent fear of someone.
- Running away from home.
- Having nightmares.
- Sexual knowledge that is beyond their age or developmental level.
- Sexual drawings or language.
- Bedwetting.
- Eating disorders.
- Self harm or mutilation, sometimes leading to suicide attempts.
- Saying they have secrets they cannot tell anyone about.
- Substance or drug abuse.
- Suddenly having unexplained sources of money.
- Taking over a parental role at home and seemingly beyond their age level.
- Not being allowed to have friends, particularly in adolescence.
- Acting in a sexually explicit way towards adults.
- Telling of the abuse.

The Roles of Different Staff

The Head of Education/CEO/Director:

The Head of Education/CEO/Director are the people responsible for contacting the Social Services to register concern about a child's welfare and implementing procedures relating to child protection. They must therefore:

- organize training on Child Protection within the School;
- ensure that all staff know about child protection policies;
- attend local authority training if appropriate;
- be aware of the role of other agencies;
- keep appropriate records and compile reports as necessary;
- support staff;
- ensure children on Child Protection Register are known and that protection plans are followed and feedback given;
- Monitor and evaluate the effectiveness and implementation of the School's Child Protection Policy.

If the Head of Education/CEO/Director is absent for any reason it must be made clear to all staff which Deputy is in charge and therefore acting as the Designated Member of Staff.

Teachers, Teachers/Instructors/Childcare Staff and Classroom Assistants:

Staff may become concerned when a child tells the teacher about events that have happened to them or to a friend, brother, sister or when another adult claims to be aware of abuse. Teachers value their relationships with parents/guardians and in many situations will share their initial concerns about a child with the parents/guardians. However, in many cases the parents/guardians may be the abusers and so teachers should be prepared to share their concerns with other professionals at an early stage without necessarily informing parents of the action they propose to take. Teachers have a professional duty to:

- observe and be alert to signs of abuse;
- take immediate action in the child's best interest by reporting any suspicion or evidence of abuse or non-accidental injury;
- know the role of the Designated Person;
- enquire about the progress of individual cases in which they are/have been involved.

All teaching staff must understand the importance of reporting suspicious circumstances and be able to report signs of abuse to the Head of Education/Director. Beyond the initial reporting of suspected child abuse, staff have a clearly restricted role as further judgments and action decisions are the responsibility of other agencies with statutory powers to help the child.

School Staff (Non-Teaching):

As with teaching staff, non-teaching staff has a responsibility to observe and report any suspicion or evidence of abuse or non-accidental injury. All non-teaching staff must understand the importance of reporting suspicious circumstances and be able to report signs of abuse to the Head of Education/CEO/Director. Beyond the initial reporting of suspected child abuse, non-teaching staff has a clearly restricted role as further judgments and action decisions are the responsibility of other agencies with statutory powers to help the child.

Recording

All staff are required to record accurately information that may be required in respect of child protection. If a child discloses, record the precise information as soon as possible, with date, event, action taken, and sign and date the record. It is very important for staff to distinguish between fact, observation, allegation and opinion. All staff records must be passed to the Head of Education/Director for storage and action. Records should not be kept in the child's normal record file but in a separate secure place.

Reporting

A member of staff only requires reasonable cause for concern regarding potential child abuse in order to act. Arriving at the point where information and its interpretation give reasonable cause for concern depends upon the source of information. If the information comes from the child then the teacher should act immediately by taking them to find the Head of Education/Director. N.B. One sentence from the child indicating child abuse or non-accidental injury provides you with 'reasonable grounds' and is sufficient for you to act. This may also apply if clear information comes from a sibling or other adult, etc. However, considering that many of the signs of child abuse are also commonly associated with other medical, social or psychological problems or simply normal child development a teacher may naturally discuss some initial concerns about a child's mental or physical well-being with other staff, parents, etc. However, in many cases the parents/guardians may be the abusers and explanations or comments made by the parents may be sufficient to give the teacher reasonable grounds to suspect child abuse or non-accidental injury. Once there are reasonable grounds to suspect child abuse or non-accidental injury, teachers must not contact the parents any further.

When there are reasonable grounds to suspect child abuse or non-accidental injury then the following procedure must be implemented immediately:

Make a written report to the Head of Education/CEO/Director immediately. When a child has reported what amounts to suspected child abuse or non-accidental injury, then they should be taken to the Head of Education/CEO/Director even before the written report is made.

Staff must:

- Remember that the priority is to protect the child.
- Treat the matter seriously.
- Receive the child's story if appropriate, listen but do not judge.
- React to what the child tells you with belief and tell the child that they have done the right thing in telling you.
- Indicate to the child what action you will take and make it clear that you will have to inform others (no secrets). Only inform those with a need to know.
- Keep an accurate record of what you have become aware of and what you have done.
- Limit any questioning bearing in mind the 'must not' points below.

Staff must not:

- Contact the parents again. This is the job of social services.
- Interrogate the child if that child has disclosed information or ask leading questions.
- Speak to anyone about whom allegations are made (including colleagues).
- Promise to keep secrets/confidentiality.
- Ask a child outright if they or others have suffered abuse.
- The teacher may now withdraw from the immediate process but should remain vigilant.

The Head of Education/Director must now seek advice from the Local authority. If the time is within normal office working hours the Head of Education/Director must contact the Social Work Department. If the time is outside normal office working hours then the Head of Education/Director must contact the Emergency Duty Team of the Social Work Department.

If it is necessary for the child to be taken to hospital, then hand the child over to the direct care of medical staff informing them that non-accidental injury is suspected. A member of staff must stay with the child (whether the child has been taken to hospital or not) until the social worker arrives.

If a parent arrives to collect the child before the social worker has arrived then the member of staff has must remember that he/she has no right to prevent contact between the parents/guardians and the child or to prevent the removal of the child by the parents/guardians. However, if there are clear signs of physical risk or threat, the Police should be immediately contacted and fully informed.

The social worker(s) will decide on what action to take and it is the Social Services who must contact the parents/guardians. The Head/Director should inform the member of staff who first reported the concern as to what action has been taken.

Once a strategy for procuring support has been agreed all parties should be kept well informed of developments as appropriate.

If suspicions concern the conduct of the Head of Education/Director then the member of staff must report directly to the office of the Director Of Education in the local authority responsible for the child. Normally any communications to an authority would also be copied to the principal educational psychologist for that authority.

Once you have passed the child into the system withdraw from the process. It is not appropriate to talk to the child or to offer further support. However, when a child has trusted you enough to disclose, they may feel the desire to return to talk (remember that investigations can sometimes take months). In such a situation tell them that you cannot comment or advise as to do so may affect their security and safety both in the short and long term - however you can listen! Any 'discussion' could be misused in court by defence lawyers as evidence against the teacher and the child.

Guidelines in responding

Providers of any childcare are entitled to expect a parent to tell them if there is anything wrong with a child. If this is made clear at the outset, it can become an accepted part of routine and therefore it will be less difficult to comment on an injury that may look suspicious.

- If an injury is evident when taking over the care of a child ask for an explanation.
- If an injury becomes apparent later ask the child or their siblings what happened.
- If the child is unable to communicate by reason of age or disability, an attempt to contact the parents should be made.
- Having been given an explanation by the child or parents, a decision about whether the explanation is satisfactory will have to be made.

Children who are being abused will only tell people they trust and with whom they feel safe. They want the abuse to stop. By listening to and taking seriously what a child is telling you, you will already be helping to protect them. It is useful to think in advance about how you might respond to this situation.

Here are some guidelines about listening and asking questions:-

Create a safe environment by:-

- Staying calm and not rushing into actions that may be inappropriate.
- Confirming you know how difficult it must have been to confide in you.
- Reassuring the child and stressing they are not to blame.
- Listening to and believing what the child says. Show you are taking what is being said seriously.
- Be honest and do not make promises you cannot keep. Explain that you may have to tell other people in order to stop what is happening.

NB - any disclosure which indicates past or present abuse must be taken seriously.

Ensure you are quite clear about what the child says so you can pass it on to child protection professionals if necessary. Keep questions to a minimum and avoid closed questions (those that can be answered by a single word such as yes or no) Use open questions to encourage the child to use his or her own words. The law is very strict and a child abuse case can be dismissed if it appears the child has been led or words or ideas have been suggested.

Record exactly what the child has said to you in a legible and accurate format, as soon as possible after the incident. Separate the facts from your opinion. Include:-

- The child's name, address, date of birth.
- Your observations (e.g. a description of the child's behaviour and emotional state).
- Exactly what the child said and what you said.
- Any action you took as a result of your concerns.
- Sign and date what you have recorded and provide a copy for the service co-ordinator.
- Maintain confidentiality. Breaches of confidentiality can be very damaging to the child, family and any child protection investigations which take place.

Sometimes those involved in childcare will have a strong suspicion that a child has been abused but on other occasions may be unsure. In either case there is a clear duty on carers to share their concerns with the Social Work Department.

Strong suspicion - the Social Work Department should be contacted and a referral made.

Unsure - Social Work staff who deal with childminding services or specialist child protection staff, depending on the level of concern, can be contacted for a discussion about concerns which are not clear cut. This discussion will help clarify matters and determine what if any further action might be necessary.

All concerns must be reported to the manager as soon as possible who will make contact with the Social Work Department.

Allegations against staff

Staff must protect themselves and staff should bear in mind that even perfectly innocent actions can sometimes be misconstrued. It is important not to touch children however casually, in ways or on parts of the body that might be considered indecent. When children make such an allegation against a member of staff, procedures must be followed. This is important for the protection of the member of staff as well as the child. In the case of suspected or identified abuse of a child by a Head of Education, the police and/or Social Work have a duty to investigate.

Evaluation of Child Protection Procedures

Effective monitoring/evaluation of Child Protection issues is dependent upon the maintenance of accurate and up to date records. This policy will be amended as necessary taken into account the views of children, parents, staff and other agencies, as well as local and national legislation.

A timetable of staff training will be produced at the beginning of each academic year to address this and similar issues which are appropriate to the needs of the young people we work with.

Protection of Children and Young People Policy

All Staff must:

- Treat all children and young people with respect;
- Ensure that your own conduct in the establishment is an example of good practice;
- Ensure that you are not alone with a child or young person unless under instruction during activities and that you are at least within sight or hearing of others;
- Respect a young person's right to privacy;
- Do not discourage children or young people who want to talk about attitudes or behaviour they do not like;
- Remember that someone else might misinterpret your actions, no matter how well intentioned;
- Recognise that special caution is required if you are discussing sensitive issues with children or young people;
- Always operate within the Spark of genius Code of Practice and the procedures of the establishment.

Staff must not:

- Have inappropriate physical contact with children or young people, including 'caring' physical contact;
- Encourage inappropriate attention-seeking behaviour;
- Speak to a child or young person in an inappropriate way or make suggestive/derogatory remarks or gestures in front of children or young people;
- Draw conclusions about others without checking the facts;
- Exaggerate or trivialize child abuse issues;
- Think it could never happen to you;
- Take a chance when common sense, policy and practice suggest another more prudent approach;
- Ignore the Child Protection guidelines and procedures operating within the establishment.

What to do if:

A child or young person talks to you about abuse by someone else:

- advise the child or young person that you must pass the information on;
- allow him or her to speak without interruption, listen to what is said, but do not investigate;
- be sensitive to feelings of guilt and isolation, but do not make any judgement;

- let them know that they were right to share this information with you.

You suspect a child or young person is being abused, emotionally, physically or sexually:

- Report the matter to the Child Protection Co-ordinator who will notify the Child Protection Officer. Where the CPC is the subject of the allegations then the CPO will be informed.

You receive an allegation about any adult or about yourself:

- Immediately tell the CPC who will inform the CPO;
- Try to ensure that no-one is placed in a position which could cause compromise.

In all cases:

- Record the facts as soon as possible; report the facts to the CPO and CPC;
- You must refer; you must not investigate.

All concerns will be passed on to:

Glasgow City Council
Social Work Services
Nye Bevan House
20 India St
Glasgow
Tel: 0141-287 8700

Reviewed September 2013

Complaints Procedure

Parents can contact the Care Inspectorate at any time if they have a complaint or concern regarding the service or organisation the address and phone number is detailed at the foot of the page.

The organisation offers a commitment to investigate all concerns and complaints and will follow the process below.

Stage 1

In the first instance complaints should be made to the Manager of the service. An outline of all complaints and the format, written or verbal will be recorded in the Complaints file.

Verbal complaints will be discussed with the complainant, the subject and outcomes recorded. It is our policy to respond to, and attempt to resolve complaints quickly and effectively.

Acknowledgement of receipt of a complaint will be made within 3 working days.

Complaints will be acknowledged in an appropriate manner, i.e. all written complaints will receive acknowledgements in writing within the above time scale.

After full consideration and investigation the complainant will receive a response in writing within 28 days outlining the course of action, any implementation of procedures, or action already taken.

Anonymous complaints will be treated seriously and recorded and investigated in the same manner. General outlines including the number and type of complaint will be reported to The Chief Executive Officer as part of the Manager's reporting process.

Complaints regarding the Manager should be addressed to the Chief Executive Officer who will notify the Board and the stated procedures will be implemented.

Stage 2

Should the outcome be unsatisfactory to the complainant then they should notify the Manager within 28 days whereby the information will be passed immediately to the Chief Executive Officer, The Indigo Group HQ 123 Castlemilk Drive, Glasgow G45 9UG. A meeting will be convened within 7 working days with the Chief Executive Officer, the Manager and a member of the Board of Directors or an external professional appointed by the Board as a representative

The outcome of this decision will be final; the complainant will be notified of the outcome of this meeting within 14 days. This will be posted by recorded delivery.

Stage 3

In the event that the matter is not resolved to the complainant's satisfaction the complaint can be raised with the Care Inspectorate, contact details below. Early Years Partnership Services can also raise their complaint with Glasgow City Council:

Care Inspectorate 4th Floor, 1 Smithhill Street, Paisley PA1 1EB Telephone: 0141-843 4230 Lo-call: 0845 600 9527	Education Services Glasgow City Council 40 John Street Glasgow G1 1JL Telephone: 0141-287 2000
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The Indigo Childcare Group Parents/Carers, Young People & Children's Participation Strategy

The Indigo Childcare Group respect and value the opinions and views of parents/carers, young people and children.

We will promote the participation of parents/carers, children and young people to express their views and be encouraged to be involved in improving the quality of care and support, environment, staffing, management and leadership, and the delivery of the service they use.

We aim to achieve this by ensuring that

The Children and Young People:

- Have opportunities to express their views, suggestions, ideas and concerns through discussion, suggestions box, and evaluations of activities provided.
- Will be actively involved in developing the ground rules for the service.
- Will, through the use of mind mapping, influence the activities provided allowing them to be empowered and take ownership of their play and the environment.
- Will actively be consulted through regular questionnaires focusing in on areas of the service.
- Will be encouraged either to be involved in our Children's Council or to raise concerns, ideas and suggestions through this process.
- Are encouraged to exercise choice through our delivery of play.

The Parents/Carers:

- Will have the opportunity to express their views through consultation with staff.
- Will actively be consulted through regular questionnaires, including participation through our website. focusing in on all areas of the service provided.
- Will have their participation encouraged by promoting membership to the board of directors.
- Will be invited to attend the Annual General Meeting.
- Will have access to our Annual Report.
- Will be promoted through involvement in fundraising activities.
- Will be invited to attend a minimum of one parents evening each educational year.
- Will be encouraged to make comments regarding the service through an Information Book, which is placed within the playroom.
- Can raise concerns through our robust complaints procedure.
- Will be encouraged to make comments and take part in online polls on The Indigo Childcare Group web site and facebook page.

All comments/suggestions and ideas are collated and held in a file. These are used to provide critical analysis and positive steer to improve the quality and delivery of the service we provide.

Parents/carers are kept up to date of any changes through regular newsletters, memos and letters.

Through positive participation The Indigo Childcare Group aims to improve service provision, delivering consistently high quality childcare whilst committing to a programme of on-going improvement.

Useful Numbers & Contact Details

The Indigo Childcare Group Out of School Care Services	0141-634 6161
Employment, Employability & Advice for people facing Redundancy GRA	0141-634 1024
Castleton Primary	0141-634 6913
St Bartholomew's Primary	0141-634 7114
John Paul II Primary	0141-634 5219
Childline	0800 1111
Scottish Children's Reporters Administration	03002 001 444
Police	101 (in an emergency, call 999)
Social Work Services	0141-287 0555
Out of Hours Social Work Services	0800 811 505

Holidays & Closure Dates 2015/16

New Educational Year commences Thursday 13th August 2015

	Actual Dates	Nursery Closes	Re-Opens
In-Service Day	Wed 11th February 2015	Tue 10th February 2015	Thurs 12th February 2015
Easter Weekend	Fri 3rd April 2015 and Mon 6th April 2015	Thurs 2nd April 2015	Tue 7th April 2015
May Day	Mon 4th May 2015	Fri 1st May 2015	Tue 5th May 2015
Staff Development Day	Thurs 7th May 2015	Wed 6th May 2015	Fri 8th May 2015
May Weekend	Fri 22nd and Mon 25th May 2015	Thurs 21st May 2015	Tue 26th May 2015
Glasgow Fair Monday	Mon 20th July 2015	Fri 17th July 2015	Tue 21st July 2015
In-Service Day	Wed 12th August 2015	Tue 11th August 2015	Thurs 13th August 2015
September Weekend	Fri 25th and Mon 28th September 2015	Thurs 24th September 2015	Tue 29th September 2015
In-Service Day	Mon 19th October 2015	Fri 16th October 2015	Mon 20th October 2015
Christmas & New Year	Fri 25th December 2015 until Mon 4th January 2016	Thurs 24th December 2015	Tue 5th January 2016
In-Service Day	Wed 17th February 2016	Tue 16th February 2016	Thurs 18th February 2016
Easter Weekend	Fri 25th March 2016 and Mon 28th March 2016	Thurs 24th March 2016	Tue 29th March 2016
May Day	Mon 2nd May 2016	Fri 29th April 2016	Tue 3rd May 2016
Staff Development Day	Thurs 5th May 2016	Wed 4th May 2016	Fri 6th May 2016
May Weekend	Fri 27th and Mon 30th May 2016	Thurs 26th May 2016	Tue 31st May 2016
Glasgow Fair Monday	Mon 18th July 2016	Fri 15th July 2016	Tue 19th July 2016