



Soroba Young Family Group

Parent Handbook 2021/20

Soroba Young Family Centre
8a Scalpay Terrace
Oban
Argyll PA34 4YH





Telephone: 01631 565263

Charity No's: Nursery SC041375/Project:SC000988

Email:enquiries@sorobayoungfamilygroup.com

Web: www.sorobayoungfamilygroup.com

Facebook: www.facebook.com/sorobayoungfamilgroup

Soroba Young Family Centre is currently staffed by:

Centre Manager:	Mrs. Rachael Turnbull
Depute Manager: (Maternity leave)	Mrs. Claire Maitland
Senior ELC Practitioner:	Mrs. Isla Munro
ELC Practitioner:	Miss. Megan Donald
ELC Practitioner:	Mrs. Shanice Carson
ELC Practitioner:	Ms. Anita Carson
ELC Practitioner:	Miss. Leanne MacIntyre
ELC Practitioner:	Miss Eilidh Hunter



Our Vision, Values and Aims for our centre:

What is our Vision?

Our Vision is to be the best that we can be. To foster a supportive environment, valuing the importance of teamwork and shared leadership. To be continue to adapt and develop to suits the needs of all stakeholders, to ensure all of our children are secure, happy, achieving and confident.

For practitioners to continue to engage in life-long learning and professional development, ensuring a learning culture from our youngest to our eldest.

What do we Value?

We value our staff, children and families. We believe parents to be the main educators of our children and do our best to work in partnership with our families. We value individuality, friendship, nurture, learning, relationships, equality, staff and opportunities.

What is our Aim?

Our aim is to be the best that we can be, to ensure every child feels valued and has opportunities to reach their potential. We aim to foster an ethos of support and encouragement, to develop independent, enthusiastic, motivated learners. And to have a shared leadership ethos, ensuring we play to everyone's strengths and work as a team to provide the best outcomes for our children and families.

The Vision Values and Aims of the centre were devised with the input from Parents, children and staff (2016). (Revised 2018).

With a vision to be the best that we can be.





HOURS OF ATTENDANCE:

Our core hours are between 9am and 3pm. We offer a flexible drop off and collection in 15 minute slots between 8.30am and 3.30pm where you can access your 6 hour session. Should you require care from 8.30am to 3.30pm, this can be requested and cost £5 per day.

Children accessing self-funded 2 year old sessions can access a morning session 9am-12pm or afternoon session 12pm-3pm, or a full; day session 8.30am-3.30pm.

Nursery Fees:

Every 3 and 4 year old and some 2 year olds are entitled to 1140 hours of free Early Learning and Childcare (ELC) funded by the government, in our centre this equates to 5 daily sessions of 6 hours each day. We do however offer a Wrap Around service for children attending 8.30am to 3.30pm charged at £5/day.

We reserve 2 self-funded 2-year old spaces which are charged at £12/session (3-hour block) or £26 for a full day 8.30-3.30pm



ARRIVAL AND DEPARTURE:

Children should be brought to the centre by an adult (legally over the age of 16, but ideally over the age of 18) at the beginning of each session. We will have a busy day planned for the children. You will have selected your time slots for your child to attend, please adhere to these times as your sign in board will only be available then.

Children should be picked up promptly at the conclusion of their session as young children can quickly become upset if their routine is broken. Children will not be released to anyone under the age of 16.

RELEASING A CHILD

People collecting children will be asked to sign the sign in boards prior to children being released to their care.

Parents/Carers must notify staff if someone different from whoever dropped off is coming to collect their child, this includes parents/grandparents even those who collect regularly. A password slip must be fully completed with who will be collecting the child and their password and handed to a staff member. An ongoing password may be used and must be classed as such and given to a staff member to put in the password folder.



ABSENCES

Please call the office (01631 565263) or message us through Seesaw if your child will be out of the Centre for any reason. We will contact absentees to ensure they are safe and the family are not in need of support.

Snacks/lunches

A daily, mid-morning snack, milk and/or water is provided for each child. As part of an interest/celebration special foods are sometimes prepared in nursery and served at this time.

Lunches are provided by the authority and will be brought into the centre daily. Packed lunches can be provided by families if they prefer.

The emphasis is on nutrition, to ensure a healthy balanced diet.





SEPARATION AND TRANSITIONAL OBJECTS

Transitional to nursery from home:

For the child's first nursery experience, our practitioners help the children make a comfortable transition from home to nursery. A transitional object from home can provide your child with comfort such as a blanket, or special "cuddly". Please, no dummies or bottles for children over 3 years. If your child cries, please do not worry, experience has shown us that children settle very quickly and soon become involved in the daily routine. Some children separate easily in a few days while others take more time. Remember, however, that you are never more than a phone call away and if your child is particularly upset and not settling we will contact you. Once your child is fully settled home toys are discouraged to prevent damage or loss.



Nursery Jumpers are available to buy for £10 each.

Polo shirts are also available for £9.50 each.

CLOTHING

Parents are requested to send children to the Centre in "work clothes." Daily activities include painting, gluing, sand and water play with lots of outdoor physical activity result in dirty clothes.

Some parents have opted to buy a Soroba Young Family Group sweatshirt and/or poloshirts, but you are under no obligation to do so.

Clothing should be washable, comfortable and easy to put on and take off. In spite of aprons and "washable" paints, clothes will still get dirty or even become stained. Dress your child so that both you and he/she can enjoy their ELC experiences.

Shoes with non-slip soles are safest for climbing and wellies for outdoor play. Socks should be worn. Sandals and long skirts can pose safety problems and are not always safest in the nursery setting. During the winter months soft indoor shoes help keep the children warm and comfortable. Indoor shoes can be kept in the children's bags on their coat peg in the hall. We discourage football strips from being worn. Please label all belongings with your child's name- especially nursery jumpers as these easily get lost and mixed up.

WHAT TO KEEP AT NURSERY

Your child should bring a bag containing a complete change of clothes including socks, pants/nappy, top and trousers, to be used in the event of spills or toilet accidents. Please be sure that these clothes fit (children grow rapidly!) and that they are appropriate for the time of year. Please send clean replacements whenever any of these clothes are used. Name tags in clothes are extremely helpful and will protect against lost clothing.

Please ensure borrowed clothing is returned as we have limited supplies.



WHAT TO KEEP AT HOME

Please do not bring the following to big nursery toy guns (or any toy weapons), fragile items, chewing gum, and sweets.





TOYS

Toys from home should not be brought to nursery, except when suggested by the staff. They may get lost or broken. Exceptions are transition toys such as a favourite bear to help your child settle into nursery.



BIRTHDAYS

Children love to celebrate their birthdays with their friends. We happily encourage and celebrate along with them. Your child will share a sponge cake (provided by the centre) with his/her friends and they will receive a 'Special Person's Badge' on or near his/her birthday which he/she takes home to keep.

HEALTH AND SAFETY

Safety is our primary concern, but accidents do occur, and children sometimes do become ill in the Nursery. The staff have been trained in First Aid and CPR and we are well-stocked with emergency supplies. If a child is brought to the centre ill, or if illness develops, parents/carers will be contacted to come and collect their child. Exclusions periods for certain illnesses are in place to prevent the spread of infection/viruses etc. The safety and well-being of children and staff is of paramount importance Premises can be closed in emergencies for a variety of reasons, most of which cannot be foreseen, e.g. severe weather, power failure. In these circumstances an effective communications network with parents will be maintained but the understanding of parents is sought given the unusual circumstances such conditions invariably bring. It is important that emergency contact details including mobile phone numbers are updated and these updates will be sought every 6 months. Should we be unable to contact parents/carers, children will remain on the premises until parents/carers collect them. Parents/carers should be aware that in severe weather conditions they are able to keep their children at home if they have any safety concerns whatsoever.



In light of the current pandemic COVID-19, we will be extra vigilant regarding symptoms in both children and staff, therefore please do not send your child to nursery if they show any symptoms of being unwell. If a child develops symptoms during the nursery day, parents/carer will be contacted to collect the child and take them home. This ensures the comfort of your child and the safety and health of all others in the setting, preventing further spread.

Child Protection

We aim to work with and support families as a whole, and at times some families may need extra support. Our protection of the safety and welfare of children is paramount, and it may also be necessary to inform Social Services of any concerns that may arise to keep children safe and families supported. Families will be informed of any reporting and encouraged to work with external services if needed to support them. All child protection issues are highly confidential and only shared with practitioners on a need to know basis, not all staff hold all knowledge about children and family's situations.

ALLERGIES



Please inform us of any food or other allergies. Allergy lists are posted to keep all the practitioners informed. Please also remember to keep us updated if medical information changes. Health/Medical information will be sought for update every 3 months.

MEDICATION

Medication will only be administered to children by staff when there has been completion of a Health Care Plan, families are required to sign upon any administration of medicines. Medicines must be in the original packing with the pharmacy label attached and the child's name and date of birth clearly printed.



LICE



Head lice are at times, a part of our environment. Please check your child regularly for symptoms of scalp itching or the pearl-shaped egg you are not required to inform us if your child has headlice, although it can be useful in stopping the spread. There is no exclusion period for headlice, please just treat as quickly as possible.

ACCIDENTS

All major accidents will be reported to parents immediately and an accident form completed. All minor accidents will be reported via an accident form.

A child requiring emergency professional medical treatment will have that treatment as quickly as possible.



OUTINGS

Outings are organised on a regular basis as they meet with our learning outcomes. Parents sign the general permission slip when they register their child at nursery, we may also require to complete specific forms for trips/outings. Some outings may be called at very short notice due to taking advantage of good weather.



PARENT INVOLVEMENT

We hope that every parent who decides to send their child to Soroba Young Family Centre will become involved. Your commitment makes the difference and we would very much like you to be part of your child's early educational experience where home and nursery co-operate for the best interests of the child. This happens in a number of ways. Parents can provide support to the nursery through many avenues, for example by being helpers on visits, sharing skills like baking, joining our library to read to the children. Small simple things that get you involved with the staff and children in a manner that makes you comfortable.

Soroba Young Family Centre has family learning sessions every Thursday where you can come and play with your child. We also host an open evening where you can find out more about why we do what we do. We have a formal parent's evening at the end of the summer term and we offer an open door policy where you can come and speak to your child's key worker at a time suitable to both of you. We ask that if at any time you have questions or concerns, please come and speak to a staff member and we will do our very best to help resolve these.





Admissions Priority Criteria for ELCC Placement

Priority 1

For children deferring entry from P1 and staying at nursery an additional year of funding has been agreed by Argyll and Bute Council.

Priority 2

(i) Children on the child protection register or identified through child protection procedures.

(ii) Referral from social work department where the child is deemed to be in need where:

- The placement would help the child remain within the family environment rather than be looked after by the local authority.
- The child is subject of a statutory order.
- The placement would support the child's return to the family.

Priority 3

Children who currently attend self-funded 2-year-old places

Priority 4

Children Regularly attend our Stay and Play groups.

Priority 5

Elder sibling attends same ELC setting/school.

Priority 6

Referrals from the undernoted professionals where there are concerns about the development of the child, parent or family.

- Education establishments
- Health agencies
- Education psychology services
- Social work services
- Voluntary sector agencies.

This priority refers to children who require support as a result of circumstances which are placing the child, parent or family at an education, social or health disadvantage. This includes children who are adversely affected by the disability of any other person in the family or it may include children with English as an additional language where a high level of support is needed.

Priority 7

Reside within catchment area of setting.

Priority 8

(i) Children out with Argyll and Bute requesting an ELC place within Argyll and Bute will be placed only once all eligible children residing within Argyll and Bute have been placed.

(ii) Children out with Argyll and Bute will not be placed within Argyll and Bute if placing them incurs extra costs for Argyll and Bute.

NON-DISCRIMINATION STATEMENT

Soroba Young Family Centre admits children of any race, colour, creed, national and ethnic origin to all the rights, privileges, programmes and activities generally accorded or made available to children at this unit. This Centre does not discriminate on the basis of race, colour, creed national or ethnic origin in administration of its education policies, admission policies, or other ELC administered programmes.

With a vision to be the best that we can be.



curriculum
for
excellence

CURRICULUM for EXCELLENCE

Our learning is planned and implemented in line with Curriculum for Excellence Early Level outcomes, providing children with learning opportunities to enable them to become Effective Contributors, Successful Learners, Confident Individuals, and Responsible Citizens. This is embedded with the principles of Depth, Challenge and Enjoyment, Breadth, Personalisation and Choice, Progression, Coherence and Relevance to ensure equity for all our learners, enabling them to become the best that they can be!

Our approach to *Planning for Excellence*, assumes that the whole of the nursery community is involved in some way in the planning: children, parents, staff and those with whom we work in partnership. By working and planning in this way, we hope that everyone will contribute to the development of coherent approaches to improving the lives of our children and young people.



Pre-Birth to Three Document, And the Developmental Milestone Toolkit.



Procedure for Dealing with Parents' Complaints

How complaints can be made

If you have a complaint contact Mrs Rachael Turnbull, the Centre Manager, as soon as possible to discuss the matter. In her absence, for Nursery contact: Mrs Claire Maitland Depute Manager.

If you wish, your complaint can be in writing to the Centre Manager or the Chairperson of the Committee and delivered personally or posted to the nursery.

How a complaint will be dealt with.

The Centre Manager will note the complaint and pass the information, if appropriate, to the education department.

The Centre Manager will notify all individuals involved of the complaint.

A meeting will be held with the Centre Manager and individuals involved within three working days and the complaint dealt with accordingly.

The Centre Manager will contact the parent / guardian with the reply immediately following the joint meeting or no more than five working days following the complaint.

If a complaint cannot be resolved within the establishment advice will be sought from the Early Years' Service. Please note any complaint or matter of confidentiality will be dealt with discreetly.

Further information regarding complaint procedures can be obtained from the office.

Please ask to see our Complaints/Duty of Candour Policy. Alternatively, all of our policies are available on our webpage www.sorobayoungfamilygroup.com



Care Inspectorate

Parents have the right to complain directly to the Care Commission on any issue by contacting:

Care Inspectorate, Compass House,

11 Riverside Drive,

Dundee,

DD1 4NY

Tel: 0345 600 9527

Email: enquiries@careinspectorate

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