

Fortrose Pre-School Ltd



Parent Information Pack

2017-2018

Black Isle Leisure Centre

Deans Road

FORTROSE

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www.fortrosepreschool.co.uk

Fortrose Pre-school Ltd is a Company Limited by Guarantee
Registered in Scotland No. SC204555. Charity No. SC014259
Care Inspectorate Service No. CS2003008603

Welcome to Fortrose Pre-school! We are funded by The Highland Council for early year's education. We are run by a parent committee and staff managed by Care and Learning Alliance (CALA). As such we welcome your news and involvement in furthering the link between home and Fortrose Pre-school, for the benefit of all children. We hope that you and your child really enjoy your time with us.



What are the Session Times?

Monday - Friday

Morning Session : 9.00 - 12.10pm

Afternoon Session : 12.30 - 3.40pm

There may be occasions when some session times will change for special events. Therefore, it is important to check the information boards and newsletters for details.

The Fortrose Pre-school Ltd term calendar is the same as the local primary schools. A copy of the annual term dates is displayed on the information board in the pre-school and on our website.

What are our Aims?

We aim to create a warm and stimulating environment where learning is fun. We promote an atmosphere where children's curiosity and awareness of their world can be cultivated and extended. Through play and exploration, we encourage children to grow in confidence, self-esteem and become independent learners. We believe every child is an individual who has needs that should be met in an atmosphere that celebrates diversity.

We will do this by:

1. Being child-centred, providing a safe, happy, well-resourced and inspiring environment where all pre-school children can be safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARI).
2. Providing purposeful, well planned and challenging play which promotes curiosity, an enquiring mind and creativity following the principles of *A Curriculum for Excellence*. Thus, enabling all young people to become Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors.
3. Delivering high quality Early Learning and Childcare following national and local advice and using *National Care Standards (0-16)*, *How Good is Our Early Learning and Childcare* and *Building the Ambition* to inform, review and improve practice through regular self-evaluation which involves children, parents and staff.
4. Working in partnership with with parents/carers, encouraging their involvement in running the service the service and all aspects of their child's learning and development within the centre, providing them with regular information about their child's progress and development.
5. Working effectively with other professional agencies including education and health, where appropriate ensuring the individual needs of every child are met (GIRFEC).
6. Arranging appropriate professional development and training for all early years staff meeting current requirements for SSSC registration.
7. Providing a range of outdoor learning experiences following guidance in *CI My World Outdoors* and developing links in the community which encourage children to explore, appreciate and respect their local environment.

Aims last reviewed: June 2016

Our Staff

The staff are managed by Care and Learning Alliance (CALA) which delivers support and advice to Early Years Centres and Out of School Clubs.

Senior Early Years Practitioner: Catriena Forsyth

Assistant Early Years Practitioners: Iona MacLennan, Catherine Silversides and Eilidh Cameron

Childhood Practice Manager (CPM): Deborah Campbell Tel: 07922856345

Email: d.campbell@calachildcare.co.uk

All staff hold or are working towards the relevant childcare qualifications

Administrator: Grace Pile - will answer any email enquiries, assist with enrolment enquiries, send out email communications, newsletters, diary dates and invoices.

Cleaner: Sheila MacLeod

We have a dedicated staff team from varied backgrounds working different sessions. All staff have undergone or will apply to join the Protecting Vulnerable Group scheme record checks prior to commencement of employment. Staff are registered with the Scottish Social Services Council (SSSC) and receive training in First Aid, Child Protection and Food Hygiene. Ongoing training is a major part of their role to ensure continuous professional development and Fortrose Pre-school undertake regular Quality Improvement activities (including visits from the CALA QI team) to promote and maintain the highest possible standards in our centre.

Any child with additional needs will be welcomed and we will seek to provide identified resources / additional staffing as required. We aim to offer all parents a reliable and well provisioned pre-school service taking the children's needs first. **We have a staff: child ratio of 1:7 in contrast to the normal 1:10 in most other pre-schools / nurseries.**

Above all, our staff are motivated by their love of children and the joy of seeing children become enthusiastic learners. You really can have no better start for your pre-school child.

Who has responsibility for the Pre-School?

Fortrose Pre-school Ltd is a Company Limited by Guarantee. It is also a Registered Charity and the responsibility for running the group rests with an elected Committee made up of parents and guardians.

In September 2008, the Committee decided to pass management of the staff over to the Care and Learning Alliance (CALA) with whom we have been affiliated for some years. You can access CALA's informative website at www.careandlearningalliance.co.uk

Local Authority funding helps to cover most staffing and accommodation costs.

The Committee are responsible for the smooth day to day running of the group, setting fees and has legal responsibility for the Pre-school and all its actions. The Committee organises several fund-raising events throughout the year and parents are asked to contribute the time and effort to help and any donations are most welcome. Fund-raising is essential to provide up-to-date equipment and books for the children and to maintain our staff: child ratio. Parents are encouraged to participate in regular social events. New members are always welcome on the Committee as continued input is what keeps us fresh and successful. It is also a really good way to find out more about your child's pre-school experience.



Admissions / Registration

Children are entitled to a **free** local authority funded place from the term *after* their 3rd birthday according to Council guidelines.

The Pre-school Year ("Four Year Olds")

Those born on or between **1st March 2013-28th February 2014** are eligible for a funded place from **August 2017**.

The Year before the Pre-school Year ("Three Year Olds")

Those born on or between **1st March 2014 - 31st August 2014** will be eligible for a funded place from **August 2017**

Those born on or between **1st September 2014 - 31st December 2014** will be eligible for a funded place from **January 2018**

Those born on or between **1st January 2015 - 28th February 2015** will be eligible for a funded place from **April 2018**

Children may be enrolled in the week after their 3rd birthday, if spaces permit, paying a fee of £7.00 per session until they are funded. If your child is absent through illness or holiday, unfunded session fees are, regrettably, non-refundable as the expenses incurred by the pre-school remain the same. Non-funded children will usually be toilet-trained before taking up a place.

The criteria for eligibility of two year olds from August 2015 will be linked to Free School Meal Entitlement and therefore any enrolments from two year olds will have to be referred to the Childcare and Early Education Team for verification in the first instance

We can offer morning, afternoon and full day sessions. These can either be using just your funded hours or by paying for additional sessions. This is the Additional Session Fees Policy below:

Fortrose Pre-School Additional Session Fees Policy

Fortrose Pre-School is committed to working together with parents to provide high quality affordable early learning and childcare (ELC). In order to sustain high quality provision and help us staff the centre to meet your children's needs we need to ensure that policy around payment of fees for additional sessions over and above the funded entitlement is fair, clear and effective.

Opening dates, times and charges

The two current sessions run from 9 am - 12.10pm and 12.30pm - 3.40pm and children can access up to 5 funded sessions. There is also the opportunity to attend up to an additional 3

sessions per week at a cost of £3.45 per hour. For example, if your child currently has 5 funded sessions with Fortrose pre-school, they will be able to access up to 8 sessions, 3 of which will be charged at £3.45 per hour. Children will also be able to use their 5 government funded sessions in different combinations of morning and afternoon sessions. For example, 5 sessions could be used as 2 full days and one half day or 1 full day and 3 half days. The costs of this are calculated below.

Number of Sessions	Number of Full Days	Number of Half Days	Total Number of Hours (per week)	Cost of Unfunded Session Time (per week)
5	2	1	16.50	£1.73
5	1	3	16.17	£0.58
6	3	0	20.00	£13.80
6	2	2	19.67	£12.65
6	1	4	19.33	£11.50
7	3	1	23.17	£24.73
7	2	3	22.83	£23.58
8	4	0	26.67	£36.80
8	3	2	26.33	£35.65

Parents should identify which sessions they wish to be used as funded sessions.

The morning and afternoon sessions will continue to run as normal to prevent disruption to the children who are in for only the one session. Those attending both the morning and afternoon sessions on the same day will have their lunch during the session changeover. Parents will need to provide children with their own packed lunch and will be charged for the lunchtime period.

Children will normally become eligible for ELCC funding from the start of the August, January or April term after their third birthday. Children who turn 3 in March or April are funded from the following August.

As part of our agreement with The Highland Council, priority will be given to funded children and those for whom Fortrose Pre-school is their only provision. For further information please see our Admissions Policy.

Registration normally takes place in early Spring *each* year but the Administrator can be contacted at any time to book a place for your child (email fortrosepreschool@live.com).

If your circumstances change and you no longer require a pre-school place, please give a minimum of 4 weeks' notice wherever possible. It will be necessary to complete a de-registration form (D1), this is available on request from the Administrator or a member of Staff.

If you know your child will be absent we do ask you to let us know by completing a 'Missing from Pre-School' form, (a copy is at the back of this pack or a copy can be obtained from the staff on request). **If absence is unexpected, please telephone on the day (Tel No. 01381 621622).** If we are unable to make contact with the child's home after an absence of more than 3 days without explanation then it is our policy to inform the local Health Visitor.



The Importance of Play

Play is the work of young children; it is never 'just play'.

"Through play children practise and consolidate learning, play with ideas, and develop what they know. In their play children also dare to take risks, negotiate, solve problems, initiate, anticipate, rearrange, restate, reflect, integrate and consolidate their knowledge."

'Play' constitutes a very important part in every child's development; playing and talking are the very vehicles through which babies and young children learn about themselves and their environment. Our aim is to encourage children to learn through a wide variety of play activities.

In our centre purposeful play is well planned, progressive and valued as the main focus of a child's development. Play is carefully observed and evaluated, as it is important for staff to know the capabilities and needs of individual children in their care. Opportunities for active learning through exploration, investigation and discovery involving all the senses, are provided.

Our Aims are achieved by providing a range of suitable play activities that will stimulate the following areas of development:

The 8 Areas in the Curriculum Are:

Health and Wellbeing

e.g. Develop self-esteem, self-confidence, independence and perseverance. Learn to express feelings, needs and preferences. Form positive relationships with others, play co-operatively, take turns and share. Enjoy energetic activity. Run, jump, throw, skip, balance and catch. Develop increasing control of the fine movements of their fingers and hands. Develop an awareness of space. Be aware of the importance of health and fitness. Use tools.

Literacy and English

e.g. Express needs, thoughts and feelings in verbal and non-verbal ways. Take part in conversations, listen to others and respond. Use books and understand their layout. Explore sounds, letters and words and interesting materials for writing and different ways of recording experiences and feelings, ideas and information.

Sciences

e.g. Use the five senses to explore the world around me, make sounds, investigate water, how to stay safe when using electricity, explore different materials creatively, work out how to solve problems, designing and making things. Care for living things.

Numeracy and Mathematics

e.g. Mathematical processes such as matching, sorting, grouping, counting and measuring. Recognise some patterns, shapes and colours. Explore times and seasons and develop my awareness of how money is used.

Expressive Arts

e.g. Painting, drawing, printing, modelling. Express feelings and thoughts through pictures. Puppets, songs, rhymes, drama and music. Using musical instruments and technology, discover sounds and rhythm. Explore ways of moving rhythmically, expressively and playfully through dancing.

Social Studies

e.g. Through play, imagination and daily experience, learn about the past, how people lived, celebrate the special events in my life, and in the world around me. Learn about my environment, exploring my local community, learning about people around me and their roles and how they help us in our daily lives.

Technologies

e.g. Learn to care about the environment through recycling, exploring, using and playing with technology, develop ICT skills, solve problems, express thoughts and what I have learnt through photographs, pictures, recordings of voices and other sounds. Develop practical skills by constructing models using a range of tools and software.

Religious and Moral Education

e.g. Explore stories, images, music and poems of different religions, becoming familiar with some beliefs Christian people have about God and Jesus, show awareness of importance of celebrations, festivals and customs. Develop understanding of what is fair and unfair and the importance of caring for, sharing and cooperating with others. Become familiar with the beliefs of the world religions, the importance of celebrations, festivals and customs in religious people's lives, developing respect for others and my understanding of their beliefs and values.

We are working within a **Curriculum for Excellence**, which includes the four capacities:

- Responsible Citizens
- Successful Learners
- Confident Individuals
- Effective Contributors

In our planning and delivery of the curriculum we will reflect the seven principles; **Challenge & Enjoyment, Breadth, Progression, Depth, Personalisation & choice, Coherence and Relevance.**

Dropping off and Collection of Children

When arriving at the centre please wait outside by the playroom door until it is opened at the start of the session time. It is important that you bring your child right into the centre and that you collect your child on time.

Each day you will be required to sign your child in on arrival and sign out on departure. Please write down who will be collecting your child at the end of the session. For reasons of security please inform us of any persons who must not have contact with your child. If you will be late collecting your child, please ring 01381 621622 and let us know.

Emergency Contacts

Please identify someone (friend, neighbour or family member) who would be willing to collect your child if he/she has to be returned home during the session, due to illness or sudden closure of the centre. We also require the name and telephone number of one person (parent/grandparent) who could be contacted in case of a medical emergency.

Adverse Weather

Highland Council schools have a dial-in information service if there is a risk of closure due to adverse weather conditions. Our centre follows the lead of Avoch Primary School. If you are unsure as to whether the centre will be open or not please dial Highland Council's Access Number 0800 564 2272 then enter the pin number for Avoch Primary School 041470.

Listen for confirmation that you have the correct school and press 1 to hear any message regarding adverse weather closure.

You can also listen to the Moray Firth Radio (97.4FM). Their half hour and hourly news bulletin will include local information on weather conditions, roads and school closures.

Suggestions/Comments Box

We have a suggestions box in the playroom which is checked regularly. Should you have any comments or suggestions please either discuss them with a member of staff or pop them into the box. We also have a compliments/complaints feedback form which can be used to share your views on the service we offer at any time.

Snack

We have a healthy eating policy and follow the advice offered within "The Nutritional Guidelines for Early Years", "Setting The Table" and "Promoting Health and Well-being in the Pre-school Setting". We actively encourage the children to help decide what snacks they would like and provide opportunities to choose from a range of healthy options.

Health and Safety

Please do not leave bags unattended or at a level for children to reach as your bag may contain potential hazards such as prescribed medication, sharp or small objects etc. Please note that the centre operates a no-smoking policy within and around the centre. For reasons of safety, we request that children do not wear earrings and jewellery.

It is the centre's policy to promote the healthy development of the children and adults within a secure environment. The Centre's Health and Safety Policy Statement is displayed in the Centre and must be read by all adults and the guidelines followed.

All accidents are recorded in the Accident/Incident Record forms. Parents/carers are informed of the incident/accident, asked to sign the form and are provided with a copy. The First Aid Box is kept in the locked cabinets in the bathroom and is checked every week. Fire drills, involving all staff and children attending our centre are carried out at least once a term and dates of drills are recorded.

All cleaning is carried out in accordance with the NHS Infection control Guidance.

All food preparation is carried out in accordance with Food Safety Standards and we have a Food Safety Policy in Place.

What happens if my child doesn't settle?

Our staff care for the well-being of your child if he/she is considerably upset during the first couple of sessions, you will be contacted (during these sessions) and asked to come and join in for a while or take them home, whichever you decide is best. The staff will endeavour to work with you to alleviate any difficulties that may arise during the settling in period and are available at any time during term time to discuss matters concerning your child. It is quite normal, however, for little ones to get a bit upset when left by mum or dad for the first time somewhere 'strange', but we have found that the vast majority of children accept Fortrose Pre-school as a great fun place to be!

Illness

If your child is ill, please do not bring him/her to the Centre. Coughs, sneezes, sickness and diarrhoea spread very rapidly through the group. If your child has an infectious illness, please keep him/her away from the group until the infectious period is over.

In line with NHS infection control guidelines we ask that in the case of sickness and diarrhoea you keep your child at home until they have been clear for 48 hours.

The following guidelines are the minimum periods of exclusion - the doctor in attendance may in some cases desire longer exclusions.

- Chickenpox 10 days from onset of rash;
- Measles 4 days from onset of rash;
- Rubella 4 days from onset of rash;
- Mumps until the swelling has subsided, but not less than 7 days from the onset of symptoms.

Should your child be required to take prescribed medication during his/her attendance at the centre you will be required to comply with our centre's administering of medication procedures contained in the centre's parent's information folder. You will be asked to complete our medication administration record sheet which will be reviewed regularly by staff/parents/carers. Staff will provide relevant information and guidance. Each child's medication will be stored separately in individual sealed containers/bags.

General: Non-specific medicine eg. Calpol **will not** be administered by staff. For procedures for administering prescribed medication please see the full Health & Safety Policy.

Hypo allergenic plasters will be available for minor injuries. If you do not wish your child to have plasters applied please inform a member of staff.

Where a child needs immediate medical treatment it may be necessary for him/her to be seen by the local G.P. A member of staff will accompany your child. If this situation arises, the staff must notify the Manager immediately and they will be required to notify the local SCSWIS/Care Inspectorate office within 28 days.

Head lice can on occasion be a problem. We ask that all parents check their child's hair regularly and if any lice are found please treat your child as soon as possible. Information about head lice can be found in our policy folder.

Behaviour Policy

We recognise that children need simple guidelines to help them come to terms with the needs of others and society. We have golden rules that focus on respect for others and personal safety. "Golden Rules" promoting good behaviour are created by the children, and are reinforced each term. Examples of these rules can be as follows:

- We care for one another, and always use kind words.
- We share our toys and use equipment safely.
- We think about and respect each other's feelings, and the environment.

Children who misbehave will be taken aside and the staff will sensitively explain why such behaviour is unacceptable. Any incident will be dealt with as soon as it occurs. Children will only be physically restrained should they be a danger to themselves or others. Copies of our core policies are contained in a Policy Folder in the centre.

If a child's behaviour is causing concern, the staff will make every effort to find out why the child is acting in such a way. They will discuss the situation with the parent(s), in confidence, and work with them to find a solution. They will not label a child as naughty or punish any child, but will reward acceptable behaviour with encouragement and praise.

Our centre operates a no-smacking policy and parents are asked to respect this policy whilst in the Centre.

Centre Policies

A selection of our policies is noted below:

Equality & Diversity	Whistle Blowing
Health & Safety	Confidentiality
Behaviour Management	Complaints (attached)
Curriculum	Staff Training
Road Safety	Healthy Eating
Child Protection	Open Access
Accident and Incident	Additional Needs
Cold Weather Policy	Children' Participation
Parental Involvement	No Smoking

Please note that full details of all these policies are available in the Parent's Information folder in the centre. Please take time to familiarise yourself with the content.

How am I kept in touch with events?

News of fund-raising and social events and other items of interest are published in a regular newsletter or sent out via email. Letters will be posted for you in the named grey pockets on the wall. You will also find useful information on our notice board and important daily notices are displayed on the blackboard and the door on the way in to Pre-School. Of course, you are welcome at any of the Committee Meetings that are advertised on the Information Board.

Partnership with Parents / Carers

Parents / Carers are not expected to do duty in the playroom but are encouraged to offer any particular skills they have, and are invited to take their turn on our washing rota for towels, aprons etc. Your child will be allocated a 'keyworker' who will talk with you regularly about their progress. You are also welcome to come and share your child's day, giving you the opportunity to see what your child is doing and to be able to discuss his/her experiences with the staff. 'Stay and Play' days have proved popular and we will also invite your views from time to time on specific issues through 'Have your say about...' sheets. If you would like to visit the playroom, please speak to one of the Senior Play Workers.

Confidentiality

All staff and committee members are bound by confidentiality and will not disclose information about children or their families to any other party without prior agreement of the parents. The exception to this is where there are concerns about the safety of a child, in which case we are required to follow Child Protection guidelines in accordance with GIRFEC (Getting it right for every child). At registration you will be asked to sign a Data Protection Statement signifying your consent to sharing information with Education and Health, for example when your child moves on to school.

What about special requirements?

When you enrol your child, you will be asked to tell us about your child's health and the things they especially enjoy doing. It is also important that you tell us if they have any allergies; any food preferences; if they are vegetarian; have any particular fears, or are on medication. Please be aware, we cannot administer medication without prior, written agreement. If this is likely to be necessary, please speak to the Senior Play Worker. We will also need to know the telephone number of someone who can be contacted in an emergency if you are not available. If your child has additional educational or medical needs, we will liaise with other professionals to ensure they receive the care and resources needed.

Next Steps / Moving on

Throughout the year, the Play Staff add to a profile called 'My Learning Journey' for each child following their progress through both pre-school years and onto Primary School. We offer formal parents evenings in November and May and Staff are available for informal chats whenever you feel the need. The children are encouraged to mark their own progress in their 'Learning Journey' which we encourage you to be involved with. The children will complete 'Stepping stones' which focus on things they themselves choose to learn. In the summer term staff prepare a Progress Report summarising your child's learning through the year. As children get ready to move to Primary school, we work closely with the schools to ensure smooth transition. Arrangements are made for teachers to visit pre-school and for the children to visit school to become familiar with the school environment and to meet up with other children and their buddies. We also have regular visits from an Early Years Principal Teacher who visits other pre-school centres on the Black Isle.



Getting it right for every child (GIRFEC)- Working Together

Getting it right for every child (GIRFEC) aims to improve outcomes for all children and young people by promoting a shared approach that builds solutions with and around children and families. It enables children to get the help they need when they need it. Everyone working with children and young people should use one consistent and fair approach to work more effectively together to improve outcomes for children and young people, sharing information where it is useful to do so.

In partnership with you, we would consider if there are things that could be done to support the child/young person within this setting. Together we may decide that some advice or support from the child's Named Person or other professional working with the child would be helpful.

Personal information about you or your child/young person will not be shared with any agency without your express permission, except when a child is at risk of harm. (We would then keep a record of concerns).

By working together with you the parent, your child and where appropriate the child's Named Person or other professional, we aim to get it right for your child.

Getting it right for every child : Working together:

All pre-school education centres work closely with NHS Highland and other agencies so that the resources and information we have will bring the most benefit to families. The aim is to ensure we have the right services for your child at the right time.

Early Education services and NHS Highland collaborate to plan services and offer interventions, such as the Childsmile Oral Health Programme and the Pre-school Vision Screening Programme. To assist the administration of these programmes, we confirm your child's name, date of birth and address to NHS Highland.

We have a Link Health Visitor, who visits the centre at least once a term. Their main role is to offer advice on children's health and development. They will also liaise with your own Family Health Visitor if necessary.

The number for the Health Visitor is:

Tel. No. 01381 621873

If your child would benefit from help from other agencies, you will be asked for permission so that relevant information can be shared. This enables staff to get a rounded picture of your child and means you won't keep being asked for the same information by different people. If your child's immediate safety or welfare is at risk, information may legally be shared without your consent.

This statement is available in Gaelic and Polish and can be provided in other languages and formats, on request to Childcare & Early Education Service.

January 2011

We believe in getting it right for every child and ensuring that all children are Safe, Healthy, Achieving, Nurtured, Active, Respected, and Responsible and Included (SHANARI). Children need simple guidelines to help them come to terms with the needs of others and society. Our guidelines encourage respect for others and personal safety. In line with Care and Learning Alliance membership we have a no-smacking policy.

Child Protection

We believe that every child has at all times and in all situations a right to feel safe and protected from any situation of practice which results in a child being physically or psychologically damaged. In our setting, if we have suspicions about a child's physical, sexual or emotional wellbeing we will take action.

All staff and volunteers are encouraged to share concerns with the centre's child protection Lead. Upon receipt of any information from a child or suspicions, it is necessary to keep an accurate and detailed signed and dated written record of what has been seen or heard at the time the event occurs. This record is confidential, but where a child may be at risk of harm, this information may be shared with other agencies.

We follow the Highland Council Child Protection Policy Guidelines.

Child Protection Statement

We will:

Record and report any concerns regarding the protection of children by following the procedures set out in the pre-school group policy. We will record concerns using the pro forma provided. We will report to the designated CALA officers, either: Fiona Ednie, Lorraine Macleod or Stephanie Bruce. If immediate action is required we will contact the local Health and Social Care Office Tel: 01349 868700.

Equality & Diversity

Fortrose pre-school recognises that all children and adults are equally valuable within society, despite their differences. The group aims to provide an environment where children can develop towards their full potential with confidence, irrespective of different strengths and weaknesses. We hope to achieve this by fostering an atmosphere of mutual respect for all, regardless of race, sex, creed or ability. We welcome children with additional support needs, and work with parents and professionals, to provide for the needs of their child. Where necessary we will actively seek advice from and work with appropriate health professionals and relevant agencies on resources, equipment, training and planning in order that each child gains the most from their time at playgroup. We will also actively seek grant funding to assist with any additional costs.

Complaints Procedure

We are committed to the development of quality play, care and education, respecting the rights and needs of all children and their parents or carers.

If any member of this group has a complaint they can -

- Informally discuss the issue with the Early Years Practitioner: or the Centre Chair

Catriena Forsyth (SEYP) Tel: 01381 621622

Jacqueline Dingwall (Chair) Tel: 07989 354348

Or alternatively

- Informally/formally discuss the issue with their CALA Childhood Practice Manager:

Deborah Campbell Tel: 07922856345

Email: d.campbell@calachildcare.co.uk

We will aim to discuss, investigate and resolve any form of complaint within 10 working days.

If the matter is not resolved within the agreed timescale you may contact the CALA Chief Executive in writing:

Valerie Gale
CALA Chief Executive
Dochfour Drive
Inverness
IV3 5EB

Your complaint will be investigated and responded to within 21 working days.

Alternatively you may, at any point of the complaint, contact:

Care Inspectorate National Enquiry Helpline: 0845 600 9527 and/or Highland Council Early Years Team on 01463 711176

Care Inspectorate Complaints Procedure – Making a Complaint

You can make a complaint about a registered care service or the Care Inspectorate using any of these formats:

1. Fill in their Complaints Form Online - www.careinspectorate.com
2. Telephone or write to any of the regional offices or headquarters:-

NORTH REGION	HEADQUARTERS
1 st Floor	Compass House
Castle House	DUNDEE, DD1 4NY
Fairways Business Park	Tel. 01382 207100
INVERNESS, IV2 6AA	Fax. 01382 207289
01463 227630	Locall: 0845 603 0890
3. Go to into any of the Care Inspectorate Offices.
4. Fax: 01382 207 230

Whichever method you use to contact the Care Inspectorate, your complaint will be dealt with following their Complaints Procedure. Further information available either online or in the playroom.

Responding to your Complaint

Care Inspectorate will inform you that your complaint is being dealt with and will keep you informed. The procedure that will be carried out is as follows:

1. Care Inspectorate will send you an acknowledgement letter to let you know that your complaint has been received and has been recorded.
2. The complaints resolution officer will try to resolve your complaint within 28 working days of the date that your complaint was received.
3. Final decision - to let you and the subject of your complaint know the Care Inspectorate final conclusion.
4. Request for a review of the investigation - what to do if you are not satisfied.
5. The Scottish Public Services Ombudsman - what to do if you're still not satisfied.

Care and Learning Alliance (C A L A)

Childcare & Learning Support Services
for children 0-18 and their families

Care and Learning Alliance is a Scottish charity, committed to the support of families with young children and the development of quality care and education in a wide range of childcare groups, which respect the rights, responsibilities and needs of all children and their parents or carers.



Finally, welcome once again to Fortrose Pre-School: we hope your child will have a very valuable and happy time with us.

Deborah Campbell (Childhood Practice Manager)

Tel No: 07922856345

Email: d.campbell@calachildcare.co.uk

Missing from Early Years Education Service

In relation to further improving child protection strategies Highland Child Protection Committee has recently developed a policy for helping to identify children missing from education.

Although early year's provision is not a statutory service it is recognised that a process highlighting when young children are missing from early years education is helpful in protecting the children in our care.

If you know your child is going to be absent (e.g. holidays, illness, visits out with local area) it is essential that you inform the centre staff in writing by using the slip below. However if you do not know in advance i.e. sudden illness, a telephone call to inform the centre staff will be sufficient.

If your child's regular attendance stops and we do not hear from you, we will ask the centre's Link Health Visitor to contact you.

Name of child:will be absent from the centre
from:.....to.....

Signed: (Parent, Carer, Guardian)

Print Name:

Date:

Parent provided with the tear off copy: Yes/No.....

Copy for Parent/Carer/Guardian

Name of child:will be absent from the centre
from:.....to.....

Signed: (Parent, Carer, Guardian)

Print Name:

Date:

Excerpt from Missing from Early Years Education Service Policy