Parents Handbook

Director - Jill Gallacher

Manager – Laura Scally

Chatterbox Childcare Ltd

C/o Wallace Primary School

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Elderslie

PA5 9AW

For more information contact

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Our mission Statement

Chatterbox Childcare aims to provide an enjoyable, relaxing atmosphere by providing affordable, flexible, and accessible childcare for primary aged children. Providing a safe, secure, and stimulating environment, where parents and carers are confident that their children are being cared for by an experienced and qualified staff team.

Aims and objectives

- Offer an inclusive service, accessible to all children in the community
- Ensure each child feels happy, safe and secure, allowing them to socialize and develop freely in a play centered environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a range of resources and equipment which be used under safe and supervised conditions
- Offer a range of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent, responsible and co-operative individuals
- Work in partnership with parents to provide high quality play and care
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents/carers
- Keep parents and carers informed about changes to the club and listen and respond to their views and concerns
- Communicate effectively with parents and carers, and to discuss experiences and any difficulties that may arise
- Employ experience, well trained staff and offer them appropriate support

- Comply with the Children (Scotland) Act 1995, the Regulation of Care (Scotland) Act 2001, The Children and Young People (Scotland) Act 2014 and all other relevant legislation, charters and local authority guidelines.

We are registered with the Care Inspectorate and are currently permitted to provide care for 66 children (before/after school).

We are registered with the Scottish Social Service Council and are committed to continually upgrading our own professional development.

Qualifications held include -

Jill (Director) has worked within the childcare sector for over 27 years, she holds a Professional Development Award in Child Care & Education an HNC & NC 'Early Years Childcare & Education' and a Master of Arts in BSL, interpreting, translating and applied languages and a postgraduate diploma in Childhood Practice from Glasgow University.

Laura Scally (Manager) has a Personal Development Award - Early Education & Childcare Education, SVQ 2 & 3 Early Years Care & Education, First Aid, Elementary Food Hygiene and Child Protection and level 9 playwork management qualification.

We have 6 play workers within the playroom who are all fully qualified. All staff are fully registered with the Scottish Social Services Council (SSSC) and we are regularly inspected by the Care Inspectorate.

Parents and carers can be confident that their children are being cared for by an experienced and qualified staff team with a team of fully qualified staff.



Parents' Handbook Addendum – Updated Policies (February 2026)

Chatterbox Childcare Ltd is committed to ensuring that parents and carers are informed of our legal obligations and the standards we follow. This addendum summarises key policies that have been updated or clarified to reflect the latest legislation and guidance.

1. Professional Standards

Our service and staff follow the Scottish Social Services Council (SSSC) Codes of Practice (2024 edition) and the Health and Social Care Standards "My support, my life" (2018). These documents outline the standards of conduct and practice expected from our team and the quality of care you and your children can expect to receive.

2. Protecting Vulnerable Groups (PVG)

All staff, volunteers and students working with your children are members of the Protecting Vulnerable Groups (PVG) Scheme. Membership of the PVG Scheme will be a legal requirement for regulated childcare roles from 1 April 2025 and must be renewed every five years. It is a criminal offence for anyone to undertake regulated work with children without PVG membership, or for an organisation to permit this, from 1 July 2025.

3. Medication

We follow the Care Inspectorate's 2024 guidance on the management of medication. We will only administer medicines to your child when we have written consent from you and clear instructions on the dosage and timing. All medicines are stored securely, and a record of each administration is kept and signed by both staff and parents. Please keep us updated on any long-term medication plans so we can review these regularly.

4. Safeguarding and Complaints

We are committed to safeguarding the welfare of children in our care. Our Child Protection Policy ensures that concerns about a child's safety or wellbeing are acted upon promptly. If you have concerns or wish to make a complaint about any aspect of

our service, please contact the manager in the first instance. If you are not satisfied with the outcome, you can contact the Care Inspectorate at 0345 600 9527 or visit their website www.careinspectorate.com.

5. Additional Information

The following points provide further guidance:

- You are welcome to request copies of any of our full policies. Just ask and this can be sent via email or a hard copy printed.
- We value your feedback and regularly review our policies to ensure they meet the latest legal requirements. Please let us know if you have suggestions or questions about our policies.

6. Review

This addendum is effective from February 2026 and will be reviewed annually or sooner if legislation or guidance changes. It should be read alongside the existing Parents' Handbook.

OUR TERMS AND CONDITIONS

We believe that our standard terms and conditions reflect the custom and practice of private Out of School day-care provision. The rules concerning notice and payment of fees are designed to promote stability, assist forward planning, and the proper resourcing of the service. Nothing within these terms and conditions affects the parents/guardians' statutory rights. To enable us to provide and maintain the highest standards of care we require all parents/guardians to be aware of, and abide by, the following conditions:

SESSIONS

We offer full time and part time sessions; however, we do ask that families use a minimum number of sessions. The figures below are the MINIMUM uptake of sessions required and applies whether you have 1, 2 or 3+ children.

- breakfast club 3 sessions must be secured.
- after school care 2 sessions must be secured
- 1 afternoon session plus 2 morning sessions
- You can mix and match available sessions to meet the needs of your family.

REFUNDABLE DEPOSIT

You are expected to pay a refundable deposit equivalent to 4 weeks childcare costs. Your refundable deposit will be returned to you if you give the agreed 4 weeks' notice and you have managed your account in line with our terms and conditions.

WHO IS RESPONSIBLE FOR PAYMENT OF FEES

Fees are invoiced to the person named as the 'Primary Guardian' on the Registration Form unless alternate arrangements are in place. Where fees are payable by a third party i.e., a college any late/underpayments or non-payments become the responsibility of the Primary Guardian.

HOW YOUR FEES ARE CALCULATED

Fees are calculated one month in advance and are payable by electronic transfer no later than the 2nd of the month. You will normally receive your invoice in the last week of the month (20th – 28th) detailing the amount you are due to pay for the following month. For example, fees for October: you will receive your invoice on or around the 21st of September and you are expected to make your electronic payment on or before the 2nd of October.

Chatterbox Childcare Ltd bank details are:

CHATTERBOX CHILDCARE LTD (BANK OF SCOTLAND)

SORT CODE – 80-22-60

ACCOUNT NUMBER - 06312626

REFERENCE NUMBER - YOUR SURNAME

If you intend to pay your fees manually over the bank counter, you will be unable to add a reference number. If this is the case, please let Laura know, so that your payments can be easily identified.

We are happy to accept childcare vouchers and are currently registered with the following companies - RG Childcare, Sodexo, Edenred (formerly Accor Services - Pin P20245704), Computershare (formerly Busy Bees) & Care4 - If you wish to use another childcare voucher scheme then please speak to Jill or Laura to allow us to register with the company.

NEW STARTS

A refundable deposit of 4 weeks child-care fee is payable together with your 1st months fees, 2 weeks prior to taking up your placement. If your child attends three afternoons per week your refundable deposit will be calculated as follows –

3 afternoons x 4 weeks = 12 sessions x £17 per session = £204 plus fees for your 1st month.

Please note that should you pay your refundable deposit at the time of registration you will not be required to pay a 'Registration Fee'.

If there is any delay in taking up a place, fees remain due and payable from the confirmed start date.

To enable a smooth transition between class and Chatterbox can we ask that you notify your child's teacher of the days your child will be attending our service.

LATE FEES

Payments that are not received by the close of business on the 2nd of the month will be

deemed late. If you are paying through a childcare voucher scheme please note that you will need to ensure that you authorise the payment 5 working days prior to the 2nd of the month. Chatterbox Childcare Ltd reserves the right to charge a daily fee of £10.00 on late fees. This applies to all methods of payment – self, voucher or 3rd party e.g. college etc. Should fees remain outstanding as of the 4th of each month Chatterbox Childcare Ltd reserves the right to exclude children from the service until fees are paid in full.

Please note that if payment is continually late you will forfeit your refundable deposit.

DROPPING OFF & COLLECTING OF CHILDREN

The breakfast club hours are Monday to Friday 8am – 9am, please be aware that Parents/children will not be allowed into the building before 8am. The afternoon sessions are offered Monday to Friday 3pm – 6pm, please be aware that the service closes at 6pm prompt. If a child leaves late by more than 10 mins in total (without previously notifying the Manager) a charge will be made. A flat rate of £20 will be applied for every instance of late coming.

IF YOUR CHILD IS NOT ATTENDING THE SERVICE

On occasion you may decide not to send your child to the after school, if this is the case can we ask that you telephone 07943 848230 before 3pm and leave a message. This will allow staff to update our register ensuring we have an accurate record of the children attending the service.

UNIVERSAL CREDIT

If you are claiming Universal Credit, please be aware that checks are made regularly. We would advise that all invoices and receipts are kept.

We are happy to provide you with documentation of your payments at a cost of £20.00. If you create an account with xero our invoicing system this will allow you to download all invoices for your own records without any charge.

CHANGES TO PICK UP ARRANGEMENTS

If for any reason you have to make changes to your normal pick-up arrangements (or authorised person on your registration form) we would ask that you notify staff. This is to ensure that your child is leaving with the correct adult. This also saves time and can avoid any difficult or embarrassing situations from arising.

CHANGING SESSIONS

We realise that on occasion you may require additional sessions at short notice, we are more than happy to accommodate extra sessions (depending on availability), but unfortunately, we are unable to swap sessions. You are required to pay for any additional sessions beforehand.

If you wish to book additional sessions you can do this via email,
text, or pop in and ask. All additional sessions must be paid in advance.

SICKNESS

In the event of sickness, the full fee is payable for the first 2 weeks. Thereafter on presentation of a doctor's certificate a fee of 1/3 of the normal charge will retain the place for a maximum of 4 weeks.

Any additional absence will require Full payment.

If your child becomes ill during a session the supervisor will contact the parent/guardian or the emergency contact as indicated on the Registration form.

PHOTOGRAPHS OF CHILDREN

You should be aware that Chatterbox Childcare Ltd takes photographs of our daily sessions and upload these to our Facebook and Instagram accounts and you will be sent

picture via cheqdin on occasion. If you do not want your child to be photographed, please indicate this in your registration form.

INSURANCE

Chatterbox Childcare Ltd does not accept responsibility for accidental injury or loss of property. Our young people will be engaging in "risky play" which is fully supervised by our staff team, risky play can include activities such as 5 minutes fires or tree climbing. Children will fall and hurt themselves, this is normal, our staff are all fully first aid trained and will be always supervising.

We maintain insurance as required by law. Copies of the current Employers Liability and Public Liability Insurance are displayed on the notice board.

FEE INCREASE

Please note that the annual fee increase falls on the 1st April unless otherwise informed in writing, giving at least one month's notice.

ENVIRONMENT

All staff and children will be treated with courtesy and respect. Children who display unwanted or negative behaviour will be asked to forfeit their placement.

LEAVING SERVICE/CHANGES TO YOUR SESSIONS 4 WEEKS' NOTICE, in writing (via email), is required when a child is to be withdrawn from the service. If sufficient notice is not received your Deposit will be retained in lieu of notice. Four weeks' notice is required if you wish to reduce the sessions/days attended.

PERSONAL PLANS

We have a duty under the Care Inspectorate to create personal plans for every child in our service. These plans reflect their individual needs, strengths, interests, wishes and that supports continuity, safety, wellbeing and development in line with Scottish legal

and regulatory requirements. You will be sent a copy of the personal plans with an opportunity to add comments and will receive updates throughout the year.

TERM TIME

Children will be provided with a healthy breakfast e.g. various breakfast cereals, fresh fruit, and toast with a choice of topping, fruit juice, milk or water.

Afternoon children will be provided with a healthy snack and drink. Children will be encouraged to make their own menus to accommodate children's choices. We follow the Scottish Governments Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020.

COMPLAINTS



TERM TIME FEES

Morning Session 8.00am-9.00am £6.50

Afternoon Session 3pm-6pm £17

Discounts are available for siblings please ask for details. The children will be provided with various activities-

Arts & crafts, construction equipment, board games, reading corner, baking, outings, play station, ipads etc.

The children will have use of the outdoor area (playground) and the school gym hall for more physical activities football, running, ball games, badminton, and rounders etc.

The children using the service will be actively involved in the choosing and purchasing of new resources and options for snack. Children will also be actively encouraged to participate in the forward planning of activities and the creation of a floor book to log their play.

Additional useful information –

Care Inspectorate Registration No CS2005098748

To register with Edenred (formerly Accor Services) childcare voucher scheme you will need the following Pin Number P20245704.

Please note that the After School service will operate independently from the school. All enquiries should be directed to the service on the following number:

07943 848230

or

E-mail address info@chatterboxchildcareltd.co.uk

Thank you for your support.