



Parents Handbook  
2023/24

Director - Jill Gallacher

Manager – Laura Scally

Chatterbox Childcare Ltd

C/o Wallace Primary School

Greenhill Crescent

Elderslie

PA5 9AW

For more information contact

07943 848230

[www.chatterboxchildcareltd.co.uk](http://www.chatterboxchildcareltd.co.uk)

E-mail address [info@chatterboxchildcareltd.co.uk](mailto:info@chatterboxchildcareltd.co.uk)



Our aim at Chatterbox Childcare Ltd is to provide an enjoyable, relaxing atmosphere by providing affordable, flexible and accessible childcare for children age 4.5 to 12 years in a safe, secure and stimulating environment within Wallace Primary School.

We are registered with the Social Care and Social Work Improvement Scotland (SCSWIS, previously the Scottish Care Commission) 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 4 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 under SCSWIS (Scottish Care and Social Work Improvement).

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.

## **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 2<sup>nd</sup> of the month. You will normally receive your invoice in the last week of the month (20<sup>th</sup> – 28<sup>th</sup>) 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 21<sup>st</sup> of September and you are expected to make your electronic payment on or before the 2<sup>nd</sup> 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.

#### **NEW STARTS**

A refundable deposit of 4 weeks child-care fee is payable together with your 1<sup>st</sup> 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 £14 per session = £156 plus fees for your 1<sup>st</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 3<sup>rd</sup> party e.g. college etc.

Should fees remain outstanding as of the 4<sup>th</sup> 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.

### **TAX CREDIT**

If you are claiming Tax 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.

### **SICKNESS**

In the event of sickness, the full fee is payable for the first week. 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. 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. 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 1<sup>st</sup> 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, 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.

### **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.

### **TERM TIME FEES**

Morning Session 8.00am-9.00am £5.50

Afternoon Session 3pm-6pm £14

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.

### **HOLIDAY CLUBS**

We will provide holiday clubs over October, Easter, and summer. The club's cost £35 per session and run from 8:30am – 5:30pm. Should you wish to use the holiday clubs you can register by contacting Jill or Laura via email.

### **Additional useful information –**

Scottish Commission for the Regulation of Care Certificate of 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](mailto:info@chatterboxchildcareltd.co.uk)

Thank you for your support.



