



# Parents/Carers Handbook

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**BUDDSODDWR MEWN POBL**  
**INVESTOR IN PEOPLE**



*Wales Pre-school  
Providers Association*  
*Cymdeithas Darparwyr  
Cyn-ysgol Cymru*



## Welcome to Aberavon Integrated Children's Centre

The aims of Aberavon Integrated Children's centre are;

- To enhance the development and education of children in the electoral wards of Aberavon, Sandfields East and Sandfields West and surrounding communities by the provision of childcare and play facilities and activities
- To advance the educational and training for children, parents, carers and residents within the area of benefit with a particular view to relieving unemployment
- To advance the education of parents, families, local communities and organisations in the area of benefit in relation to childcare, play, education and early learning services and activities

Aberavon Integrated Children's Centre aims to improve the quality of life for children, young people and their families in Aberavon and Sandfields.

### The Centre incorporates

- Early Years Education
- Childcare
- Flying Start
- Out of School Club/Holiday Club
- Welsh playgroup



## Management Committee

The Management Committee is responsible for the Aberavon Integrated Children's centre. They are responsible for completing the registration under the Care and Social Services Inspectorate for Wales, developing and implementing the policies and procedures as well as employing the staff and maintaining the standards within Aberavon Integrated Children's Centre. The day-to-day operation of the ICC will be the responsibility of the ICC Management.

## An Introduction to Childcare Services



We are an Integrated Children's Centre offering several childcare options and our aim is to provide children for 8 weeks to 11 years with the opportunity to explore their potential in a safe, secure and stimulating environment.

## Services Offered

	DAY	AM	PM	PLAYGROUP SESSION (Over 2's only)	EARLY AM	LATE PM	A/SCHOOL CLUB
<b>START</b>	9.00am	9.00am	1.00pm	9.00 or 1.00	7.30am	5.00pm	3.15pm
<b>END</b>	5.00pm	1.00pm	5.00pm	11.30 or 3.30	9.00am	6.00pm	6.00pm

Flexible Wrap Around Care is available for children attending Sandfields Nursery School, please discuss your requirements with the Managers. (Subject to availability). An hourly supplement will be charged for extra hours booked over the normal session times.

Parents/ Carers and children are invited to visit the Centre for a pre-entry inspection by appointment with the Centre staff. We feel that these visits are important; they allow children and staff to meet and gives parents/carers an insight into the quality of care their child will receive. It also provides an opportunity for specific issues to be discussed with senior staff. Aberavon Integrated Children's centre will supply a wide range of play opportunities and equipment to provide a stimulating, interesting and educating curriculum. Qualified Childcare Workers will plan and supervise activities tailored to the child's stage of development and individual needs.



## Admissions policy

We are an inclusive Centre that welcomes children from all backgrounds and abilities. No child shall receive more or less favourable treatment on the grounds of race, colour, ethnic or national origin, religious beliefs, disability, gender, or any other grounds which cannot be justified. We aim to care for all children as individuals and to meet their needs as an inclusive service, wherever possible.



Places can be reserved in advance, with the payment of a deposit on booking. Children cannot be admitted to care at Aberavon Integrated Children's Centre until the parent/carer formally registers them. Parents/Carers are to provide all relevant contact details and information regarding any special requirements of needs of a child. Parents/carers are required to complete a registration form and a childcare agreement form.

Admissions for the Flying Start playgroup provision will be managed by the Flying Start Co-ordinator. Flying Start operates their own admissions policy and registration forms are available via the Flying Start Health Visitor or contact (01639)873026.

Parents/carers must notify staff at the earliest opportunity if there are any changes to the child's registration details so that forms can be updated regularly. Fees must be paid monthly in advance when booking your child's place. This is not refundable except in exceptional circumstances, which will be determined by the Managers. Parents/carers must pay the full fee if their child is away for any reason e.g. sickness, occasional days off, holiday. Notice to end/change the contracted place is one month.

Flying Start is funded by the Welsh Assembly Government and no fees are incurred.

If the nursery childcare is oversubscribed a waiting list will be kept and administered by the Managers on a 'first come first served' basis.

## Registration and Collection



Parents/carers will need to meet the staff before the child can start to complete registration forms and discuss the ICC policies.

Parents/carers will book arrival and collection times with the Manager. Actual times of arrival and collection will be recorded on the room registers on days a child attends. If a child is not attending a session, the parents/carer must let the manager know as soon as possible. Similarly, if a parent/carer is going to be late collecting a child they must let the Centre know and arrange a suitable known adult to collect the child. (For the safety of the child we need to meet all adults who are on the emergency contact list and likely to collect the child). For more details please see our Arrival and Collection of Children policy in the office.

## Settling in Period for Children

Once a child's place has been confirmed at the centre, a settling in plan will be agreed between the centre staff and parents/carers. Families and children will be invited to visit the Aberavon Integrated Children's Centre before their first session to enable them to familiarise themselves with the centre. During this initial visit parents/carers can ask the centre staff about any queries they may have.

A key worker will be assigned to each new child enabling parents/carers to have a point of contact. During the remaining settling days, the parent/carer will stay with the child for sufficient time so that the child feels settled and the parent/carer feels comfortable about leaving their child.



When leaving their child for any length of time, the parent/carer will be encouraged to tell him/her that they are leaving and to reassure them that they are coming back.

## Items to be Provided

To enable Centre staff to fulfil the needs of your child you are asked to supply:

Nappies/wipes/creams  
Spare change of clothes  
Made up feeds/baby food  
Packed lunch (if applicable)  
Outdoor clothing (for outdoor play)  
Sunhat/sunscreen for summer months



Please ensure all items sent in to the Centre are clearly labelled with your child's full name.

## Equal Opportunities

We aim to ensure that the Aberavon Integrated Children's Centre reflects and meets the needs of the local community and incorporates equal opportunities in all aspects of the service. We will accept children with additional needs after discussion with parents/carers to ensure their individual needs can be met through our services. We aim to work with parents/ carers to adapt existing routines to those of the settling. Equal Opportunities and Special Needs policies are on file and available upon request.



## Parent/Carer Involvement



We welcome the opportunity for parents/carers to help at fundraising events and would welcome the opportunity to have parents/carers on the Management Committee. If you are interested and able to give some time to understand the responsibilities of the Management Committee, please express your interest to the Centre management. Any parent/carer who volunteers to join the Management Committee, will be given full information and guidance on their roles and responsibilities and a full induction to the Centre. All volunteers/helpers will be subject to the same clearance procedures as employees of Aberavon ICC. For further details please see our Parent/Carers partnership policy.

## Activities

### Children under 12 months

Activities for this age group will revolve mainly around the children's own feeding and sleeping pattern as established by parents. Activities will include signing and talking to children, lots of eye/physical contact, use of baby toys, feely mats, water play, painting for sitting children: sensory activities-exploration of textured fabrics and play materials, cloth books, musical activities etc. Activities are also planned to promote sitting skills, progressing on to activities to encourage mobile exploration.



### Children aged 1 year and over



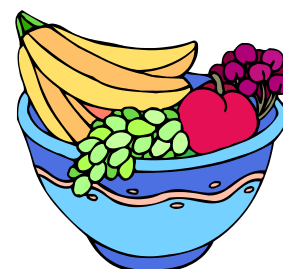
We will provide well-planned and stimulating activities as well as spontaneous opportunities that will complement areas of development and the early years desirable outcomes (i.e. personal and social development, mathematical development, creative development, physical development, knowledge and understanding of the world, language, literacy and communication skills) and contribute to the emotional, physical, intellectual, language and creative development of the children in our care. Observations

will be completed on all children to assist in the planning of activities and individual child development.

The language spoken in the Aberavon Integrated Children's Centre is primarily English with Welsh being introduced during some activities, for example, songs. We welcome the opportunity to share our activity plans and encourage parents/carers to continue these themes with children at home. Each session has a general routine, which is displayed with the plans. We also offer playgroup sessions through the medium of Welsh in our bilingual playgroup.

## Healthy Eating

It is our aim to foster and encourage an interest in healthy eating amongst the children by offering a variety of foods from various cultures. Since 2012 Aberavon ICC has undertaken the Healthy and Sustainable Pre-School Scheme National Award. Breakfast, a mid morning snack and tea is provided. Parents/carers can either provide a packed lunch, or during term time a cooked lunch can be provided at an additional charge. Special dietary needs such as vegetarian, diabetic etc. can be catered for on request.





Parents/carers are requested to supply formula feeds to be made when required and weaning foods for young babies.

## Sickness and Medication



Parents/carers must give their permission before the administration of any medication. You must complete a medication form and supply the medication to be used, clearly labelled with the child's name and directions for use. On collection parents/carers will be asked to sign the medication form. Medication will not be administered without prior written consent form parents/carers. Please inform the Centre staff if your child requires regular medication to enable us to meet your requirements.

Aberavon Integrated Children's Centre is for well children only. Any child suffering from an infectious illness, vomiting or diarrhoea should not be brought in to the Centre. Please refer to the Exclusion List included in this handbook. Should your child become unwell during the day, parents/carers will be contacted and may be requested to collect your child. For further information please read our Medication and Sickness policies.



## Staff

All staff are experienced and qualified to relevant childcare qualifications as per CSSIW guidelines. Appropriate numbers of staff hold a current First Aid certificate and other relevant training. All staff is appointed according to their relevant qualifications and experience and are all subject to appropriate clearances. Details of staffing, first aiders and Centre coordinators are displayed on the notice board. We are annually inspected by the CSSIW and a copy of the most recent report is available to view on-line at [www.cssiw.org.uk](http://www.cssiw.org.uk)



Staffing ratios are as follows:

8 weeks – 2 years	1 staff member per 3 children
2 years – 3 years	1 staff member per 4 children
3 years – 11 years	1 staff member per 8 children

## Our Policies and Procedures



A comprehensive policy and procedure file is available at the centre. Below is a list of all policies, which are available.

Accident policy  
Admissions policy  
Arrival and Collection of Children policy  
Behaviour management policy  
Child protection policy  
Communication policy  
Complaints procedure  
Confidentiality policy  
Equipment/Equal Opportunity Selection Criteria  
Equal opportunities policy  
Exclusion Periods for Infectious Diseases  
Food and drinks policy  
Health and Safety policy  
Key Worker System  
Medication policy  
Missing children policy  
Monitoring quality policy  
Nappy changing procedure  
No smoking policy  
Outings policy  
Parent/Carer Partnership policy  
Poisonous Plants  
Play policy  
Records policy  
Settling In policy  
Severe Weather/Extreme Circumstances  
Sickness policy  
Special needs policy  
Social Media Policy  
Welsh Language Policy



To find out further information or discuss your specific requirements please contact the managers.



## Exclusion Periods – Infectious Diseases

No child or member of staff known to be suffering a communicable disease or considered too ill to participate in normal Aberavon Integrated Children’s Centre activities, shall be admitted to the Centre.

If a child is exposed to an infectious/communicable disease, it will be our policy to contact the parents/carers in writing. We appreciate the parents/carers co-operation if their child comes down with or is exposed to an infectious disease, so that the appropriate steps can be taken to notify other Aberavon Integrated Children’s centre users if necessary.

Exclusion periods – The following conditions apply should your child have any of the following illnesses. Please note that this list is not exhaustive. It includes some common examples of illnesses but other illnesses with exclusion periods will also apply. For further information, please refer to the National Public Health service for Wales’s guidelines, available at the Centre.

<b>Disease</b>	<b>Signs and Symptoms</b>	<b>Incubation period</b>	<b>Exclusion period</b>
Measles	Misery, high temperature. Heavy cold, with discharging nose and eyes. Later – harsh cough, conjunctivitis, white spots in cheek, followed by dusky red patchy rash, starting behind the ears and along ears/hairline – spreads to face, trunk and limbs	8-13 days	4 days from onset of rash
Rubella (German measles)	Slight sore throat, slight fever, enlarged glands behind ears, pain in small joints	14-21 days	4 days from onset of rash
Chickenpox	Slight fever, starts with red spots with white raised centre on trunk and limbs – very irritating rash	15-18 days	5 days after the appearance of rash, all spots must be dry over)
Whooping cough (Pertussis)	Heavy cold with fever, followed by spasmodic	7 – 10 days but can be up	5 days after antibiotic

	cough characteristic cough and vomiting	to 3 weeks	treatment has been started, although non-infectious coughing may persist for many weeks
Diarrhoea and Vomiting	Diarrhoea can be the result of taking certain medicines, a change of diet or some bowel conditions associated with chronic diarrhoea. However, unless there is documented evidence from a reliable source, any child with diarrhoea should be considered infectious	24 – 48 hours	Until well. 48 hours after diarrhoea and vomiting have stopped
Gastro intestinal infection	Vomiting, diarrhoea, dehydration. In usual circumstances diarrhoea in a child constitutes 3 or more loose stools	7-14 days	Until well. 48 hours after diarrhoea and vomiting have stopped
Tonsillitis	Very sore throat, white patches on tonsils, swollen glands in neck, aches and pains in back and limbs	2-5 days	Most cases due to viruses and do not need antibiotics. Take Doctors advice on attendance
Hand, Foot and Mouth disease	Red spots with raised blister head on hands, feet and mouth.	3-5 days	None. Take Doctors advice.
Meningitis (bacterial and viral)	Fever, pains in back of joints, vomiting. Headache, fear of bright lights, stiff neck, confusion. Skin pale/blotchy, red rash or purple spots/bruises may appear	2-5 days	Until recovered
Mumps	Fever, headache and swelling of jaw in front of ears, difficulty opening mouth	14 -21 days	5 days from onset of swelling

Infective hepatitis (jaundice)	Gradual onset of headache, loss of appetite, nausea, urine dark, faeces pale putty colour	15-45 days	7 days from onset of jaundice
Conjunctivitis	Itching and pain in eyes, which become red and inflamed. White discharge or “sticky eye”	24 – 72 hours	None where treatment has been sought.
Scabies	Itchy mite burrows, visible as red raised spots, especially between the fingers. Intense irritation, sleeplessness	Direct contact	Children should be excluded until after first treatment
Impetigo	Yellow oozing sores with scars on top, itching. Usually around nose and mouth, although can develop on body	Direct contact	Until dry and healing, or 48 hours after antibiotic treatment has started
Threadworms	Presence of threadworms in stools (white, cotton-like pieces) sore anus, itchy bottom, sleeplessness, lack of appetite	Direct contact	None - See Doctor for treatment
Thrush	White patches inside mouth, red rash around mouth or in genital area	Direct contact	Mouth – 24 hours after treatment. Genitals – no exclusion necessary although treatment and good hygiene required
Head Lice	White eggs attached to the hair and black flecks or moving bodies over the head.	Contact with head or bedding etc	None - treatment recommended

## **Parent/Carer Complaints**

The way that we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. Informal suggestions about the running of the ICC, suggestion sheets and a box are available for you to post your ideas and wishes to us.

We operate a complaint procedure and all complaints are treated seriously and promptly. From time to time a parent/carers, child or member of staff may feel that they have a complaint against some aspect of Aberavon Integrated Children's centre, or an individual member of staff. Usually, it should be possible to resolve any problems as soon as they occur, by following the informal complaints procedure set out in our Complaints policy. A copy of our Complaints policy and Complaints form are enclosed in this handbook. If you have any complaints or concerns about any aspect of your child's care, please see a senior member of staff on duty or the Centre Manager.

The Centre is registered by the CSSIW and you may wish to contact them directly at Government Buildings, Picton Terrace Carmarthen SA31 3BT (0300 ) 7900126. It is our hope that parents/carers never need to use this procedure; the Manager's door is always open to parents/carers.

For further details please see our Complaints Policy.

## **Complaints Policy**

Aberavon Integrated Children's centre aims to provide a high quality, efficient and accessible service to parents/carers and children. The way that we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. A suggestion box will be placed in the foyer for parents/carers, children and staff to make informal anonymous suggestions about the running of Aberavon Integrated Children's Centre.

However, from time to time a parent/ carer, child or member of staff may feel that they have a complaint against some aspect of Aberavon Integrated Children's Centre, or an individual member of staff. Usually it should be possible to resolve any problems as soon as they occur by following the complaints procedure set out below.

### **Informal Stage**

Initially speak to the Room Leader in charge of your child's room, who is obliged to act appropriately to resolve the situation. Should you not be satisfied with the outcome then you should speak to the Manager.

### **If the situation is not dealt with to your satisfaction:**

### **Formal Stage**

Put your complaint in writing to the Manager using Aberavon Integrated Children's Centre 'Complaints/Concerns Form'. A copy of this form can be found in the parent/carer handbook but copies are also available from the office. The Manager will sign and date the form when received and will file it in the Aberavon Integrated Children's centre 'complaints' logbook. The Managers will record all communications and actions taken regarding this complaint in a logbook. The Managers will acknowledge your complaint in writing as soon as possible and will investigate the matter fully. Confidentiality will be maintained throughout.

Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation the Managers will advise you of the reasons. You will be kept up to date with what is happening and you will receive a full reply in writing within fourteen days.

### **In the unlikely event the situation is not dealt with to your satisfaction.**

The Managers will refer the complaint and all the relevant documentation to the Management Committee. They will investigate the complaint and will send a response to the complainant within 35 working days outlining how the complaint was

investigated and detailing the final outcome. The Management Committee will also send a copy of the response to the Care and Social Services Inspectorate for Wales (CSSIW). The decision of the Management Committee is final.

At any stage the complaint may be referred to the Care and Social Services Inspectorate for Wales (CSSIW), Tel. 0300 7900126 or write to CSSIW – South West Wales, Government Buildings, Picton Terrace, Carmarthen SA31 3BT who will carry out an investigation. They have their own policies on dealing with complaints, which they will make available to you on request. CSSIW are the regulating body for good standards in childcare with which Aberavon Integrated Children's Centre is registered. It is our hope that parents never need to use this procedure; the Manager's door is always open to parents and carers.



**ABERAVON INTEGRATED CHILDREN'S CENTRE**  
**Complaint Form**

Should you wish to make a formal complaint about any aspect of the Aberavon Integrated Children's Centre then please carefully read our complaints policy and then complete this form and submit it to the appropriate person as outlined in our complaints policy.

Name of Complainant

Address

Telephone No.

Nature of Complaint (please include dates/times wherever possible)

Signed

Date

Form Received by

Date