



GO Kids

St Margaret's

Out of School Care

Information Booklet



GO Kids registered address: C/O Flavell & Co, Midthorn Studios, Laurieston Road, Grangemouth, FK3 8XX

GO Kids are registered and regulated by the Care Inspectorate.

Charity number: SCO40110 / Company number: 158700

Updated: 26/08/2024

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Background information

GO Kids is a voluntary organisation and a recognised Scottish Charity who is regulated and inspected by Care Inspectorate. We have been operating since 1995. We provide a wraparound service within 4 local Primary schools (Comely Park, St Margaret's, Kinnaird and Victoria); however, we are not part of Falkirk Council.

We are here to work hard at making a difference to your child's day by offering a variety of play experiences in a safe and stimulating environment. We aim to provide a place where your child enjoys being rather than just having to be there.

As a charity, we are run by a management committee which consists of parents who use our service. We cannot run our service unless we have a core committee. We meet on the last Wednesday of each month (excluding summer/December months) via zoom for no longer than 1 hour. If you would like to be part of our great team of parents, or would like more information, please contact Stephanie using the email address below.

Contact Details

Project Manager	07762 082770 (Stephanie)
Assistant PM	07718 425385 (Claire)
Club Direct	07751 365335 (St Margaret's)
Email	contact@gokidsclub.org
Website	https://gokidsclub.org/
Facebook (Company)	www.facebook.com/greatoakskidsclub
Facebook (STM Club)	www.facebook.com/gokids.stmargarets

Costs – April 2024/March 2025

Breakfast Club (8am – 9am)	£4.15
After School (3pm – 6pm)	£10.40
After School (2 nd child +)	£9.80
Full-day playscheme (8am-6pm)	£26.00
Half-day (8am-1pm OR 1pm-6pm)	£13.50
College placement (breakfast club)	£6.50
College placement (after school)	£13.50

These costs are reviewed on an annual basis by our Management Committee (March).

Our annual registration fee of £10.00 per child is added to your first invoice, and each August thereafter.

Quality Statement

The quality of our provision is of paramount importance to us. The statements below offer examples of our quality assurance:

- We have a programme of continuous staff development. We access as many training opportunities as possible for all staff relevant to their roles.
- Continued learning is very important to us to ensure we are up to date with legislation and providing best practice within our clubs. Staff undertake and are refreshed in mandatory training in areas such as safeguarding children, food safety and first aid.
- Staff are all registered with the SSSC (Scottish Social Services Council) whereby they are all responsible for their own learning and development in their roles. This is recorded as part of their registration.
- Our recruitment process allows us to select the best candidate for the role. We involve the staff and the children in the interview process to promote a holistic approach to a decision.
- We value our volunteers and include them as we would a member of staff. Their input to the service is highly regarded.

Staffing

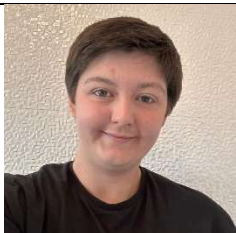
Staff are trained to a high standard: including SVQ level 3 in Playwork or Children and Young People. Management are both qualified with a BA in Childhood Practice. This ensures all staff are knowledgeable which reflects positively on the experiences and care we offer the children.

All staff are PVG checked during the recruitment process.

Go Kids are accredited as a Living Wage employer. We value our staff and have volunteered to invest in them by paying staff the relevant living wage.

	
Stephanie Project Manager <i>BA Childhood Practice</i>	Debbie Assistant Project Manager <i>SVQ Management Level 4 / SVQ Playwork Level 3</i>

	
Lorraine Practitioner <i>SVQ3 Children and Young People</i>	Nicola Senior Support Worker <i>SVQ3 Playwork</i>

	
Craig Support Worker <i>SVQ3 Children and Young People</i>	Kerri Support Worker <i>SVQ3 Children and Young People</i>

	
Susan Support Worker <i>SVQ3 Children and Young People</i>	Faye Support Worker <i>SVQ3 Children and Young People</i>

Connect Childcare System / Parent Zone App

We use an online system within our clubs which works alongside an app for parents.

There are two parts. Firstly, we have the **iConnect system** we use within the club.

The iConnect system holds details of every child within our service. This includes registration information, bookings information, child permissions and any additional needs information including allergies.

We use the iConnect system as our registers to ensure all children are signed in and out of the club safely and promptly. Staff will use a tablet to update the register and will log who has collected each child. We store all bookings for each child on the system and invoicing will be populated from that. Invoices are sent via this system over email.

Any children with additional needs which can range from behavioural needs to medical needs have a flag next to them on the system to enable staff to quickly access all important information to meet the child's needs.

We will begin to use the system to log any accidents. We will log snapshots of children whilst enjoying their play. These will only be able to be viewed by the parent on their App. Staff are learning this part of the system and will gradually increase engagement as they become confident in using it.

The second part is the **Parent Zone app**. This app can be downloaded from an activation email we can send you. If you choose to download the app and have any difficulties, please let us know and we can help you.

The app can be used to view your child's account including their information held, their bookings, their invoices, any accidents and any snapshots of play they have been involved in that we thought you'd like to see. You can request additional sessions from the app.

If downloading the app isn't for you; you will still receive the invoices via email from the system. If you have registered for Parent Zone and do not wish to use the app, you can go to <https://parentzone.me> to login via a browser and you will still see the events, bookings etc. You can also request extra sessions via the web browser version.

Connect Childcare helps us to streamline our admin tasks, making registers, bookings, and invoices more accurate and much quicker processes.

Once you have been offered a space, you will receive instructions to download the app. Once you have received your activation email, please follow the instructions on this to activate your account.

We recommend that parents/guardians always update to the latest version of the ParentZone app to ensure that you are benefiting from the latest developments.

Club Routine

St Margaret's – 07751365335

Hours: 8am-9am & 3.15 – 6pm

Registration Number – CS2003015501 (39 children per session)



Location:

We are located towards the back of school and share the music room and another room. From the car park, walk straight ahead (the school on your left) until you reach the bike shed. Access is via the door above.

After school:

No child is permitted to go back to their classroom for any reason after the school bell.

Primary 1 and 2 children are collected by a member of staff from their classrooms. All other children make their own way to the club. No child leaves the school grounds on the route to the club.

Children sit together in class groups while a member of staff carries out a register and communicates the day's planned activities.

All children are encouraged to have snack, a piece of fruit and a drink at the start of the session. Children are encouraged to bring a water bottle to be filled throughout.

Children play with resources indoors or outdoors and can take part in planned activities, or free play with their peers. We alternate which side of the playground we use each week to give the children a variety of play opportunities. Outdoor play is high on our agenda. We welcome parents to put a change of clothes in school bags, or hand these into the club to store.

You can collect your child(ren) at any time before 6pm.

We encourage you to chat with staff at collection time to build positive relationships and to get an update on how your child's day has gone.

Please inform staff of any issues/problems/worries your child may be facing and our team can provide support within the club.

It is important that you contact the club direct if your child will not be attending for any reason. It is not the school's responsibility to inform us if your child has been absent. Management may not pick up emails on time, therefore this should be directed to the club. Staff will pick up any messages during club opening hours.

Parents are discouraged from opening the main door to other parents. Please allow staff to do this so we know who is entering the building and to safeguard all children.

Admissions

- GO Kids provides a service for children in primary 1 to 14 years old. Children can therefore continue to use the service when they move to high school.
- Applications are individually assessed to ensure the service meets the requirements of each child while maintaining service for all other children. Parents are required to provide full details of any behavioural, medical, special diets, allergies, additional needs etc during the application process. Failure to provide this may result in your spaces being withdrawn without notice. The decision of the Management Committee is final.
- All booking enquiries should be directed to the Assistant Project Manager: Debbie: contact@gokidsclub.org
- Due to having extensive waiting lists, spaces are required to be taken on a permanent, weekly/rolling basis. Where possible, we can accommodate ad hoc sessions. This should be discussed directly with management.
- We operate a waiting list when all spaces are filled. Waiting lists are then worked on according to date added to the list.
- Siblings will be given priority during every August intake. We encourage parents to ensure siblings are added to our waiting lists as early as possible. We have lists in place for 5 years at a time.
- Emergency placement requests will be accommodated providing there is a free place in the Club on the day of request.
- We encourage parents to visit with their child prior to their child's start date. This should be arranged with your club direct and via appointment only. Full details can be found on your confirmation letter.
- We accept children from other schools where there are spaces available. It is the parent's responsibility to arrange any transport required. Staff will take responsibility of children once they enter the club.

Things you should know

- We predominately work to a 1:8 ratio but can also work to a 1:10 ratio. Any outings result in a 1:5 ratio.
- We require 4 weeks' notice of cancellation to any sessions.
- Spaces are allocated via booking only. We do not provide "drop in" sessions.
- An adult from the list given on your registration form is responsible for collecting children. Should you require someone else to collect your child, please speak to staff in the club direct.
- The adult collecting your child will be responsible for signing your child out of the club.
- We are not permitted under any circumstance to allow anyone to return to the classrooms once school is over.
- We open as normal for breakfast club on the last days of term (June & December); however, we will be closed for the after-school session. Your school will close at lunch times these dates.
- Parent's attending further education may be entitled to financial help through the college/university. Please see page below for further information.
- Teachers are provided with a list of which children attend the club each afternoon. We would appreciate if you could remind your child of the sessions they will be attending and inform your child's teacher of any "extra" after school sessions your child will be at the club.
- Each year, current parents are asked to complete a booking form to inform us of their requirements for the term starting in August. If additional days are requested; these will be added to the waiting list according to date of requests made. Current spaces allocated are guaranteed.
- During the August allocation process, management will be in touch with parents on the current years waiting list to check if this request should be carried forward. You will then be moved to the August list in date order that your initial request was made.
- Children are not permitted to bring in sweets/crisps etc to eat while in the club.

Invoicing

We issue invoices 1 month in advance and are distributed via our app and email.

Please contact management if you have not received your invoice by the 1st of each month.

All invoices must be paid by the 7th of each month, or you will incur a late payment fee. If fees are paid late on 2 occasions, your child's place may be withdrawn. Please speak to management direct should you have any issues making payment.

Our fees are reviewed annually in March by our Management Committee.

Payments can be made via BACS, through a childcare voucher or tax-free childcare scheme. Please remember to use your child's name as a reference. Further information is detailed on your invoice including account details for voucher companies.

College / University / Job Seekers placements

In the first instance, please contact management with your requirements for breakfast and / or after school. If we do not have availability, you will be added to our waiting list and informed when a space becomes available.

Parents may be entitled to financial help through the college/university/job seekers etc. To do this, please speak directly with your institution to find out what their process is.

Any paperwork required to be complete by us, should be directed to our management team.

You are required to make full payment of club fees during this process. Once complete, and we have received the first payment from your institution, you will be refunded any monies owed to you via BACS.

Please note, other organisations do not pay our annual registration fee, this is the responsibility of each parent.

Any institution paying for childcare fees will be charged a higher rate. This is due to parent's not using our service for the full term and the club being unable to offer other parents these spaces short term.

Institutions will only provide financial help for your timetables days which require childcare. You may be asked to provide a copy of your timetable.

Should your placement days changes, please contact management as soon as possible and we will look at availability.

Should your child attend a session where your institution is closed, you will be responsible for making full payment.

We require 4 weeks' notice of cancellation of spaces, any issues with this should be sent to our office for consideration.

Tax Free Childcare

If you're a working parent or carer, you can get up to £500 every three months (up to £2,000 a year per child) to help with the costs of childcare. If your child has a disability, you can get up to £1,000 every three months (up to £4,000 a year per child).

How it works:

You set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2, up to a maximum of £2,000 a year (or £4,000 if your child has a disability). You can then use the money to pay your childcare provider. You need to reconfirm your eligibility for Tax-Free Childcare every three months. You'll get a text reminder and it's easy to do through your online childcare account.

Am I eligible?

You need to be working at least 16 hours a week, earning at least the National Minimum Wage or National Living Wage. This includes being:

- self-employed
- on maternity or parental leave
- on sick leave or annual leave.

Your child is eligible until the September after their 11th birthday, or until their 17th birthday if they have a disability.

Each parent or carer can earn up to £100,000 per year and still be eligible for Tax-Free Childcare. Your eligibility doesn't depend on how much tax you pay, so it won't affect your income tax liability or any other tax, like VAT.

Please note: You can't claim Tax-Free Childcare at the same time as Working Tax Credit, Child Tax Credit or Universal Credit.

Find out more:

To find out how much you could get towards your childcare costs and check whether you're eligible, visit www.childcarechoices.gov.uk, or scan the QR code on the following page to be taken to the site. The site is easy to use and requires minimum information to provide you with advice on what financial help you could be missing out on. We hope you find this useful.

Holiday's (Playschemes)

Families who do not use us term time are welcome to use our service during holiday periods.

We aim to open on staff development days and holidays including Easter, summer, and October. We close during the Christmas period and on all public holidays.

Opening is subject to demand.

We provide full-day sessions from 8am-6pm or half-days from 8am-1pm/1pm-6pm.

We open from one location only. The location depends on the let confirmation authorised by Falkirk Council. Location will be confirmed on booking/confirmation forms.

Booking forms are emailed out once we have a location confirmation granted by Falkirk Council.

Information regarding upcoming playschemes is posted on our Facebook page and sent via email.

We have a mailing list for parents who do not use our service term-time. Parents can request to be added to this.

We organise and provide a variety of activities to enable the children to have fun and relax in a safe and secure environment.

Children who have left nursery and due to start school in the August are welcome to join us during the summer holidays.

Spaces are offered on a first come, first served basis.

We operate a waiting list when all spaces are filled. Waiting lists are then worked on according to date added to the list.

Numbers are capped during the holidays to ensure we can provide a stimulating environment.

GO Kids provide breakfast and afternoon snack. Water, fruit & milk is available throughout the day. Parents are required to send their child in with a packed lunch. **No foods can be heated/re-heated.**

Complaints Procedure

We work hard at making a difference to each family. If you are happy with the level of care we provide, please let us know.

Should you have any concerns: we would encourage parents and carers to share these with us to enable us to deal with them effectively.

In the first instance, parents should direct any concerns/complaints verbally to the Practitioner of your club.

If you are unhappy with the response, please contact the Project Manager: Stephanie 07762 082770 / contact@gokidsclub.org giving full details.

Parents are advised if after following steps one and two they are unhappy; they should direct their concern/complaint to the Chairperson of our Management Committee: Liam Rankin: contact@gokidsclub.org.

All complaints will be fully investigated and responded to within 7 working days of receiving the complaint.

If the Management Committee is unable to deal with the complaint to the satisfaction of the parent, complaints should be directed to our registered body (Care Inspectorate) using one of the following methods:

- filling in their online form at: <https://www.careinspectorate.com/index.php/online-complaint-form>
- calling them on 0345 600 9527 between 9am and 4pm, Monday to Friday

Infection Prevention

GO Kids make every effort to ensure that all necessary measures are taken to prevent the spread of infection.

This includes applying:

- Enhanced cleaning schedules.
- Promoting hand hygiene through each session.
- Protective measures to avoid contamination of person or clothing with bodily fluids by using disposable aprons and gloves.
- Encouraging children to clean any small scrapes themselves (where appropriate) while supervised by a member of staff.
- All cleaning liquids and wipes meet the requirements of BSEN 1276 and BSEN 13697 as advised by Environmental Health.

We continue to mirror the exclusion periods of the school and NHS.

If your child has been sent home from school with any illness that requires an exclusion period, we cannot accept them at GO Kids during the period of exclusion.

Please note that the school will not inform us if any child has been off school ill/sent home from school. It is the responsibility of the individual parent/guardian to inform the club that their child will not be attending for any reason. Any absence reporting should be directed to your club using their direct phone number.

Parents must notify management if your child has any common childhood illness. We require the affected date, and date your child will return to the club. This is required for Care Inspectorate.

All information will be treated with the greatest discretion.

Further information on common illness and exclusion periods can be found at: *<https://www.nhs.uk/live-well/is-my-child-too-ill-for-school/>

Useful links:

Please scan QR code to be taken to the web page.

GO Kids Website	GO Kids: Company Facebook	GO Kids: STM Club Facebook	FC School holiday calendar
			
Universal Credit Childcare	Tax-Free Childcare	Childcare Choices	Child Benefits Calculator
			