



**FLEXIBLE CHILDCARE
SERVICES SCOTLAND**



IMPACT REPORT

2023 - 2024

fcss.org.uk



INTRODUCTION



Flexible Childcare Services Scotland is a national charity with numerous childcare settings and services for children and young people across Scotland.

We provide flexible early learning and school age childcare for families with children of all ages.

The flexibility of our model means that parents can book by the hour, pay as they go and use their funded entitlement flexibly as well.

We also provide numerous clubs for children with Additional Support Needs across Aberdeenshire.

All of our services are designed to remove childcare as a barrier to working, studying or accessing respite.

In this impact report FCSS highlight how their services are supporting children and families, other childcare providers and the Scottish Economy as a whole.

OUR VISION & VALUES

At Flexible Childcare Services Scotland, our vision is simple; to enable every child, family, and community to access the individual early learning support and childcare services they need to thrive.

Developed in consultation with our board, our team and the families we support, our values represent the promises we make to our people and the people we support, and how we aim to achieve their hopes, expectations and aspirations. They are:



People First

Our people; the children and families we support, our team, the communities we work with, our partners and funders; are at the heart of everything we do.



Education

We are committed to provide the best learning and development opportunities, helping everyone to progress to the next step on their learning journey.



Flexible

As an organisation we are flexible and responsive – remaining adaptable to the needs of the families and stakeholders we support.



Accessible

We aim to make our services as accessible and inclusive as possible. Our team are approachable, trustworthy and friendly & always provide a welcoming environment.



Nurturing

We provide a nurturing and caring environment, demonstrating compassion, respect and empathy at all times.



Quality

Above all we are committed to delivering high quality services. We are passionate about our work, & determined to deliver the best service for the communities that rely on us.

OUR IMPACT

Over the course of 2023 - 2024 our early learning and school age childcare settings provided:

Hillside

27,568

hours of
childcare

Keith

67,827

hours of
childcare

**Cummings
Park**

66,981

hours of
childcare

Tillydrone

55,400

hours of
childcare

Kilmarnock

24,219

hours of
childcare

Dundee

64,100

hours of
childcare

NESCoI

16,967

hours of
childcare

In total:



307,505

hours of
childcare



846

children
supported



791

families we
work with



WE ASKED

Our parents how our early learning and school age childcare services helped:

Work and Study is vital for both myself and my wife. She is doing university and working full time and I work 11 - 12 hours a day. So the after school club plays a vital role for our family.

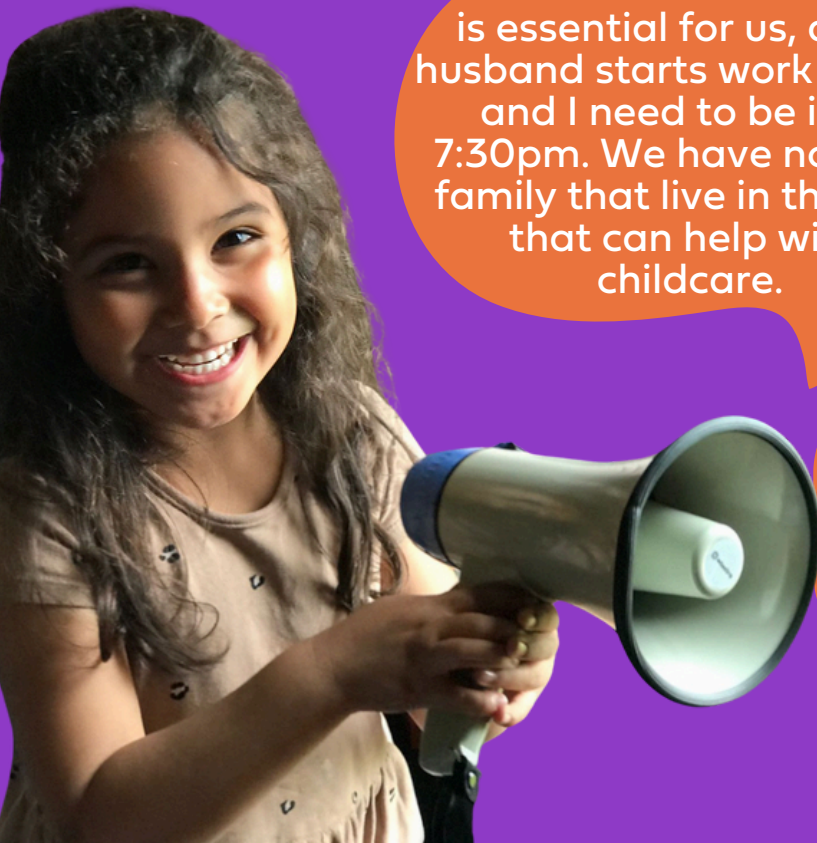
It allows me to only pay for childcare while I'm working for the hours I need, saving me £100+ per month on fees which are not needed. It also allows me to drop my other kids at school before taking him to nursery with its flexibility. It really is a perfect model for working parents and should be implemented in other nurseries / childcare services.

They help with my childcare which enables me to further my career. Having breakfast, afterschool and holiday clubs is nothing but a god send. The service is faultless and the staff are brilliant. My son loves his time there.

Without the option of paying as you go I could not afford other childcare as they are too expensive to pay for full days when that is not what is needed to cover childcare when working.

The breakfast club is essential for us, as my husband starts work at 8am and I need to be in by 7:30pm. We have no other family that live in the area that can help with childcare.

Work as a nurse doing different shifts, husband works away. Wouldn't be able to work if it wasn't for the flexibility. This saves me money as I don't need to pay for set days.



WE ASKED

Our parents:
if they were employed



86%
said
YES

if they felt that flexible
childcare gives them the
quality of care that they
wanted

97%
said
YES

How does having flexible
childcare options help you
and your family?

67% said, "I can work more"

65% said, "Flexible childcare
saves me money on
childcare"

24% said, "I have more time to
myself which improves my
mental health"

How much has your household
income increased due to the
increased working hours?

58% said that their household
income had increased by
0-£2,000 / year

15% said their household income
had increased by £2,000 -
£5,000 / year

24% said their household income
had increased by £5,000 +
year

WE ASKED

Our parents:
if they were one of the Scottish
Government's 6 priority family types
who are at higher risk of child poverty.



65%
said
they
were



29% Families with a disabled
adult or child

17% Lone parent families

7% Larger families (three or
more children).

5% Families with a child under
one

5% Minority ethnic families

2% Families with a younger
mother (under 25)

Statistics taken from Annual Social Impact Report Survey and from ASN
statistics taken from data held on file.

OUR IMPACT

In Inverness & across Aberdeenshire our teams support numerous families with children and young people who have Additional Support Needs. Unfortunately, due to a lack of funding from Highland Council, we had to close our Highland Services at the end of October 2023. Despite this, over the course of 2023 - 2024 we have provided:



29,761

hours of
childcare



196

children
supported



191

families we
work with

I am able to spend time with my other children due to the respite I get from my child being cared for. The manager and seniors are very helpful too when I am struggling with my child.

The club held at Carronhill school is an absolute god send for my wife and I. Our son is 12 this year and without club we get no break. He needs eyes on 24/7.



WE ASKED

Our parents how the ASN Groups helped their family:

It gives myself and my partner much needed respite, mostly myself as my partner works away offshore for weeks at a time and we have very limited family help.

My son attends after school club at Westfield. He's only been there 2 weeks but honestly what a difference that few hours after school with my other children makes. We are able to spend quality time doing home work or going to the park etc that I wouldn't usually be able to do alone with my son with us as he runs. It's also great for him to have someone that isn't with us and tailored for his needs

The After School Club allows myself and my husband to work. The Club is brilliant for my son.

With our daughter going to the ASN group, it gives me and the wife time to do things like grocery shopping or going out for nature walks



WE ASKED

Our team is they enjoyed working at FCSS:



92%
said
YES

How does having flexible working options help you and your family?

50% said, "I have more time for myself which improves my mental health"

28% said, "I can study more"

28% said, "I can pick up my children from another childcare setting or school"

22% said, "I can work more"

The main things that draw me to this organisation is the flexibility for staff and families, the quality of the groups and the management being flexible with situations and making sure both staff and families are cared for.

WE ASKED

Our team what they liked about working at FCSS:

I have worked with the company for many years, I do have a sense of belonging and feel I have been supported during a very difficult time in my personal life, they have taken my disabilities into account and worked with me to ensure I am able to continue to work.

I love my job and I like how as a company they value your ideas and suggestions and takes on board what your views are.

I have only worked here for a short while and feel like I have been here for years.

The people I work with are very supportive and have met some lovely people. It's flexible working hours to fit in with my family and childcare need.

I love my job, working with children with ASN has always been a dream of mine and I'm very excited to see where my career takes me.



MAKATON MONDAYS

Ensuring best practice across the organisation



Makaton is a communication tool with speech, signs, and symbols to enable people with additional support needs to communicate.

Makaton supports the development of essential communication skills such as attention, listening, comprehension, memory and expressive speech and language.

Each week our ASN Co-ordinator, Megan Watt creates a short training session for our team to help improve their understanding of Makaton so that we can better support all of the children in our care, irrespective of their needs.

**Scan the code to see
Megan's Makaton
Mondays**



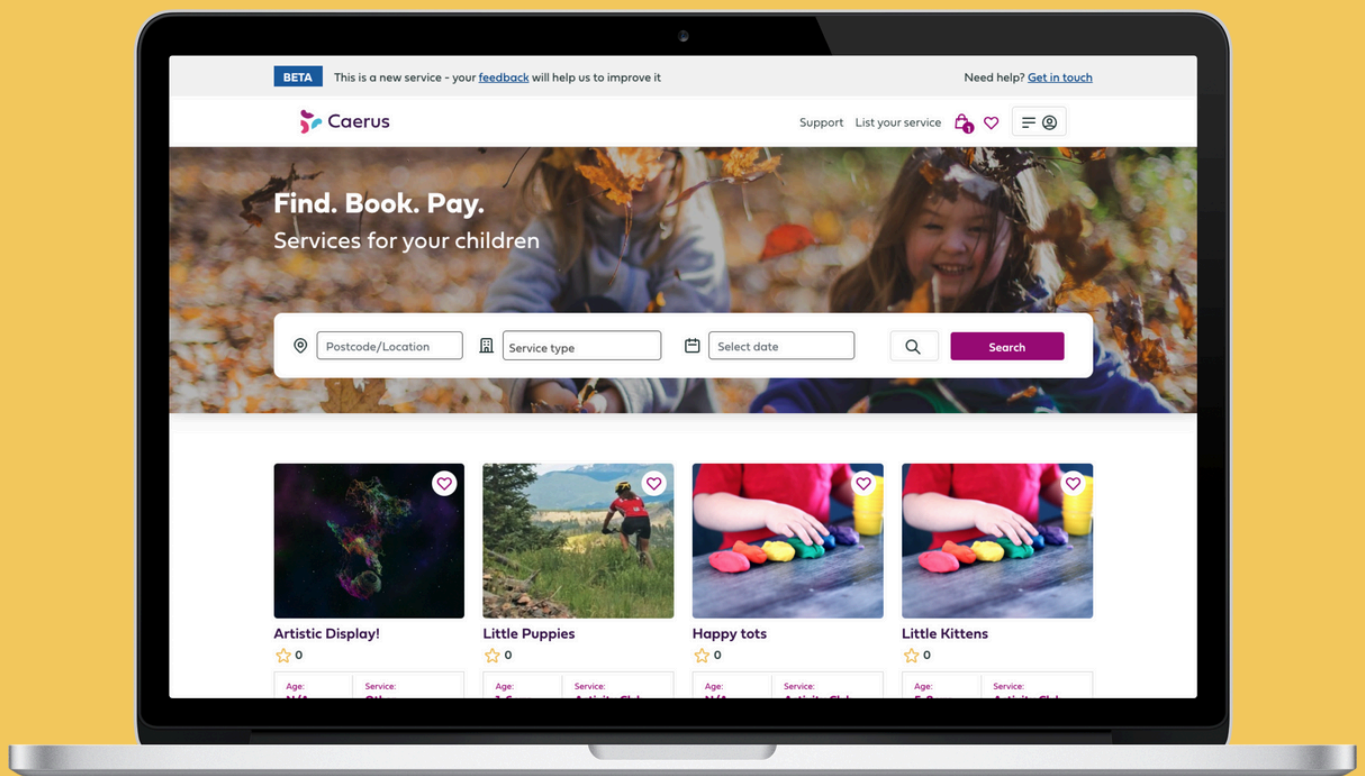


Caerus is a trading subsidiary to FCSS and now offers school age childcare providers and children's activity and club providers, as well as early learning and childcare providers with a robust childcare management solution.

It helps providers to advertise their services and gives them access to a fully functioning system that will help them manage their setting and deliver a flexible childcare model if they choose to, for free.

Caerus also collects real time data on search specifications. The data will give providers important insight into how many people have viewed their services, how many times they appeared in searches, top search terms and the specific services families are seeking helping them to match supply to demand and therefore helping them make informed decisions on business growth.

Visit www.caerus.scot for more information.



WITH THANKS

The impacts of our services are only possible due to our fantastic team who have once again demonstrated incredible dedication over the last year – thank you!

Also to our funders, the Scottish Government, Social Innovation Partnership, the Hunter Foundation, Catalyst for Impact, the Robertson Trust, Changing Ideas Fund, the UK Shared Prosperity Fund and many others who know the value of our work.

We would also like to thank Local Authorities across Scotland who support our work; particularly East Ayrshire Council, Aberdeen City Council, Aberdeenshire Council and Moray Council, who allow parents to use their 1140 funded hours flexibly within our services.

To our voluntary Board of Trustees, thank you for your guidance, your commitment and the time that you all provide to ensure the success of our organisation.

Finally to the children & families we support each day, thank you for your trust, we will continue to work hard so that it remains.

