



FLEXIBLE CHILDCARE
SERVICES SCOTLAND

IMPACT REPORT 2021 – 2022

fcss.org.uk



INTRODUCTION



Flexible Childcare Services Scotland (FCSS) has been created to offer children, families, and childcare providers, a unique childcare model that delivers a high quality, flexible and affordable service that is inclusive and accessible to all.

Our services vary depending on the needs of the communities we work within and since our inception FCSS has grown rapidly, and currently has 23 Care Inspectorate registered childcare services including:

- **Flexible Nursery Services**
- **Flexible Funded Early Learning and Childcare (ELC)**
- **Flexible School Age Childcare**
- **Home-based Childcare and Respite Services**
- **Additional Support Needs Activity and Support Groups**



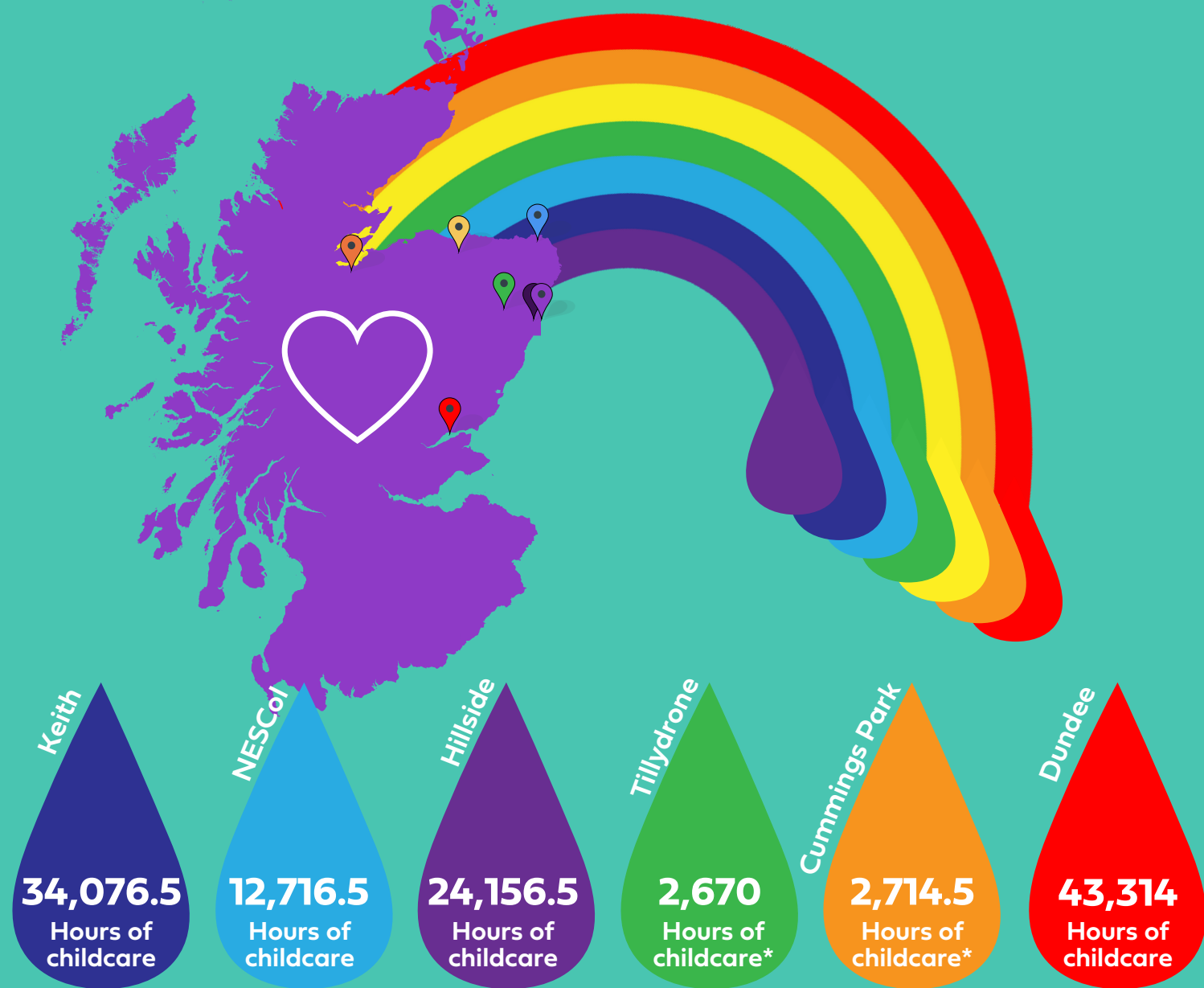
Families who use our nursery, ELC and school age childcare services are able to book childcare by the hour, only paying for the time they book. They aren't subject to any up-front costs, deposits or holiday retainers which can be a huge burden to low income families, families who are already struggling to make ends meet.

This is in stark contrast to the more traditional model of fixed blocks of time, which can be a costly encumbrance to families. Indeed, this was the core reason why FCSS exists today; to ensure that working parents could find or stay in meaningful employment or education helping to distance them, and their families, from poverty.

The impacts of our services are far reaching and can be hard to quantify. To complete this report we have analysed our service provision, speaking to our team and the parents and carers we support to build as comprehensive picture as possible.

From April 2021 – March 2022

Our Flexible Early Learning and Childcare and School Age Childcare services provided:



In total:



*opened in January 2022

Working with children with Additional Support Needs

In Inverness & across Aberdeenshire our team support numerous children with Additional Support Needs. Over the course of 2021 - 2022 we have provided:



118,318.5

Hours of childcare



448

Families we work with



448

Children supported

"I highly recommend this amazing team! Who always go above and beyond for you. We have used the holiday club and sitter service for years now, and have never had a bad experience! My girl absolutely loves the staff she's been with and i always feel she's 100% safe and well cared for with them."

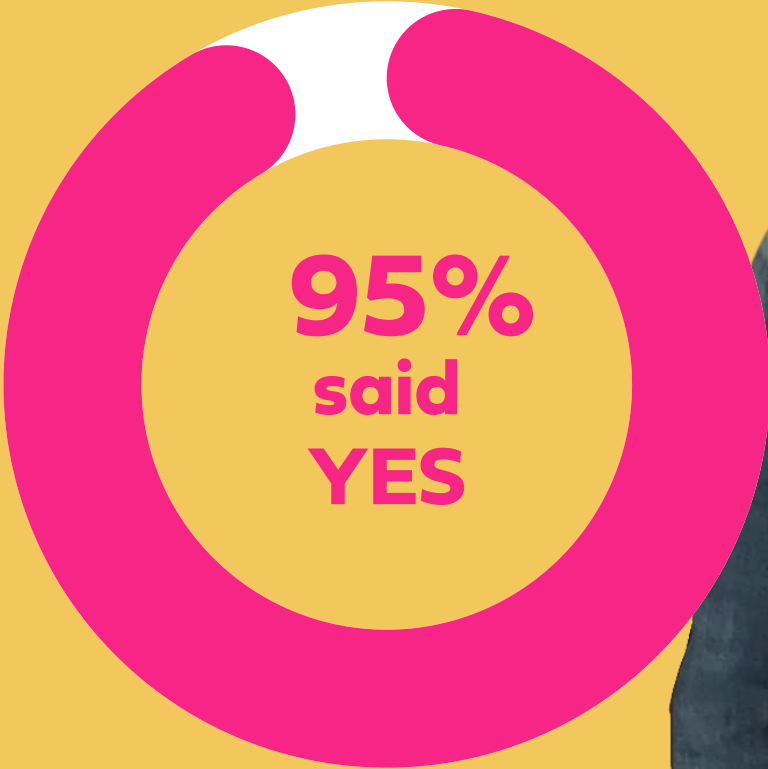
"Our daughter really enjoys going to the group and playing with her new peers. She loves the staff who support her independence, her social skills with her peers and help her to feel part of her community. We can see how much this positive influence is improving her wellbeing."

Scan to watch



We asked our parents:

Do you feel that flexible childcare gives you the quality of care that you want for your child(ren)?



95%
said
YES



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

72% said, "I can work more"

56% said, "Flexible childcare saves me money on childcare"

44% said, "I have more time for myself which improves my mental health"

11% said, "I can increase my other caring responsibilities"

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

72% said that their household income had increased by 0-£2,000 / year

22% said their household income had increased by £2,000 - £5,000 / year

6% said it made no difference

We asked our parents:

Would you recommend our services? Would you encourage other childcare providers to offer flexible booking options?

"I think all childcare settings should provide flexible options."

"I always recommended flexible childcare to parents as they work around your work hours and always do what's best for your child. I've never met such a wonderful bunch of people and my son is so happy there. I can change hours without any problems and I'm fully flexible for work because of childcare."

"100% would recommend. We're self employed and our schedules change weekly. This model suits our needs and our child benefits as the team are lovely."

"Flexible childcare creates more employment opportunities for parents."

"Yes, I would encourage other parents/families to use flexible childcare providers. It's ideal for working parents and the option to add on hours when required is great."



We asked our parents:

For feedback on our services:

"My 2 year old loves going to the nursery. The staff are amazing & are dedicated to providing the best experiences & level of care for those in their charge. Having the flexible option meant we could both go to work. It also means we don't have to pay for childcare when we don't need it...which will save us money."

"My son has been attending this nursery for 2 years now...there are not many places which give such flexible childcare without it costing you a fortune."

"I love that this daycare is so flexible. The staff are fantastic and my son has so much fun when he's there."

"My son absolutely loves his nursery. Would 100% recommend this setting to anyone looking for a nursery for their wee ones. The flexible hours are so handy as well, especially for working parents & for parents trying to get back into work."

"My daughter loves her nursery, the staff are attentive and so kind. I've been able to start a new job that work out the same as my daughter's nursery times, this means I'm able to work without missing out on any time with her as when I'm at work she's in a playful learning environment with her friends"



We asked our team:

Would you recommend
working with Flexible
Childcare Services Scotland?



100%
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"

33% said, "I can study more"

33% said, "I can work more"

17% said, "I can pick my children
from another childcare
setting or school"

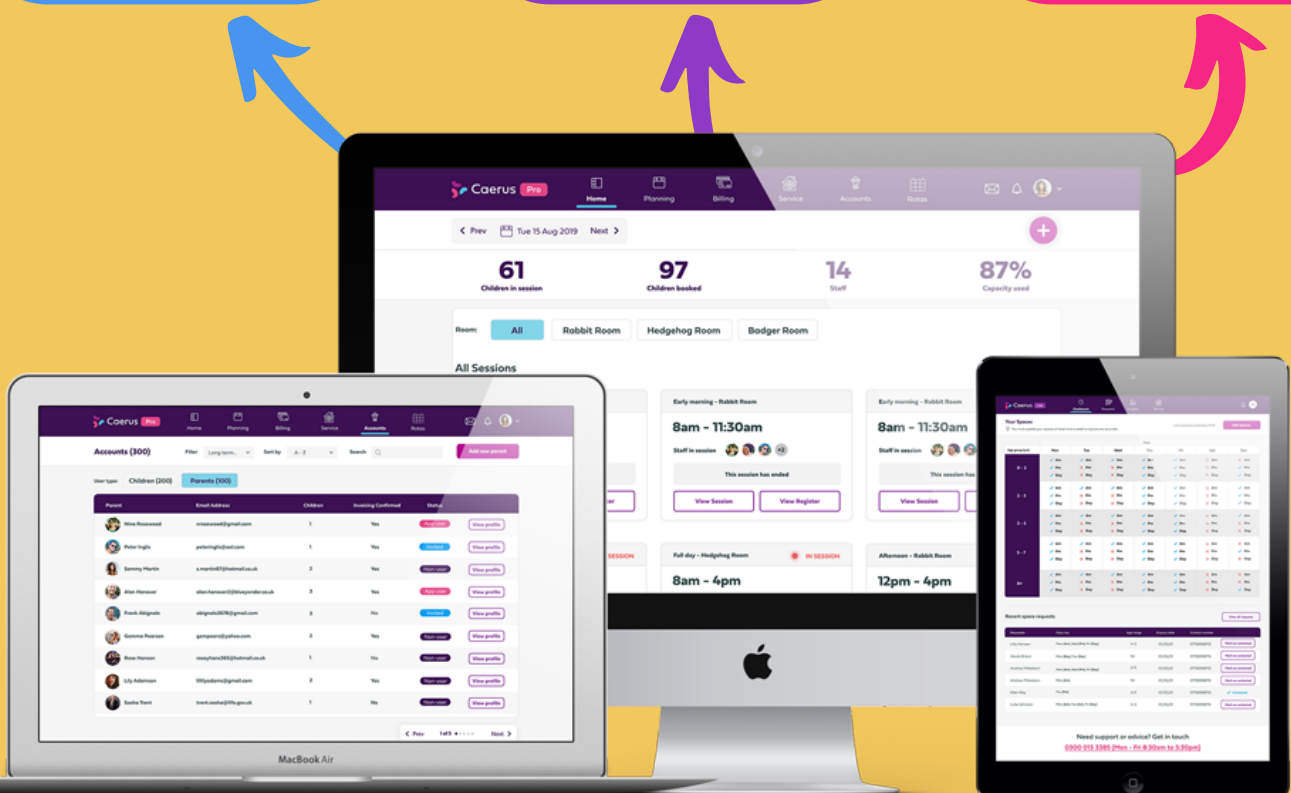
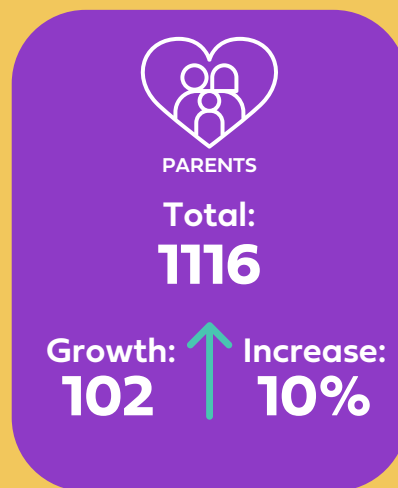
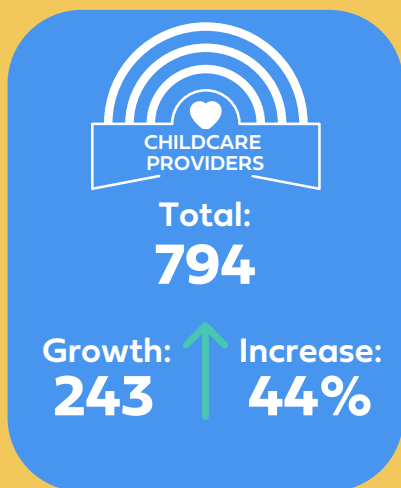
"I am really
enjoying working at FCSS!
The staff have all been so
supportive and encouraging. I have
loved being part of opening a new
nursery from the very start and the
incredible children and families we
have within our setting make
every day so special!"



We have developed a new solution to enable childcare providers to deliver a sustainable, accessible and flexible service that supports the diverse needs of the children and families that use it.

Welcome to Caerus, our innovative childcare management software that is free to all registered childcare providers in Scotland.

From April 2021 - March 2022 registrations to the system include:



With thanks:

The impacts of our services are only possible due to our fantastic team who have demonstrated incredible dedication and resilience over what can only be described as challenging circumstances. Thank you!

Also to our funders, the Scottish Government, Social Innovation Partnership, the Hunter Foundation, Catalyst for Impact 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 Dundee City 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.

