



Nursery & Pre-school
Before and After School Clubs
Holiday Playschemes

Parent / Carer's Handbook

"Childcare & Early Education through play"

September 2015

ChurwellCIC

Working to support local people

Contacting us

-  0113 252 6824
-  www.churwell.org.uk
-  PLAY@Churwell.org.uk (for general enquiries)
-  finance@churwell.org.uk (for finance / invoice enquiries)

Setting Address:

PLAY@Churwell
Japa Mill Building
Churwell School
Westwoodside
Morley
Leeds
LS27 9HR

Correspondence address

Churwell CIC
PO Box 245
Leeds
LS27 1EN

Management Team

Julie Mallard, Chief Executive
Michelle Dunn, Childcare Manager
Cath Dunn, Community Partnerships Manager

Registered Person

Churwell CIC. Ofsted registration number EY449681

Company details

PLAY@Churwell is a trading name of Churwell CIC: a community interest company limited by guarantee and registered in England & Wales.

Company number: 07991634. Company registered address: 20/22 Elland Road, Morley, Leeds, LS27 7SS. (Please do not use for correspondence – use PO Box above)

The Directors of Churwell CIC are the same as the Management Team named above.

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INTRODUCTION

Churwell CIC is a social enterprise providing childcare & early education services in the Morley area of Leeds. We are based in the Japa Mill Building on the Churwell School site, Westwoodside, Morley, Leeds, LS27 9HR. Our *PLAY@Churwell* service provides a range of sessional early education and play opportunities for children aged 2-11 years. PLAY@Churwell was rated as Outstanding by Ofsted in January 2013.

PLAY@Churwell offers:

- a 60 place before and after school club including pick up from Churwell School;
- a 60 place holiday playscheme for children aged 3 to 11 years in the wider Churwell / Morley Community;
- Free early education places of 15 hours per week for 3 and 4 year olds;
- Nursery wraparound care for children attending Churwell Nursery; and
- Pre-School sessions for 2 year olds.

Our staff team also:

- run the local toddler group – Rascals – that operates on Thursday mornings in the hall in the Japa Building;
- are trained to provide *Incredible Years* courses.
- co-ordinate the learning & development network for playwork practitioners in the South Leeds & Morley area;
- provide crèche services through Churwell Creches; and
- provide work experience and training placements in partnership with local schools & colleges and the JobCentre.

If you need childcare in the Churwell / Morley area we hope this Handbook contains all the information you need. Booking and registration forms can be obtained from the club or can be downloaded from our website. If you have any queries which are not answered by the information here please contact us.

OFSTED inspection reports

We have received an outstanding OFSTED report for PLAY@Churwell. Copies are available to download from the link on our website or from www.ofsted.gov.uk.

OUR AIMS

Our aim is to provide a high quality, safe and caring environment that provides opportunities for stimulating play, for children aged 2 to 11 years of age. Our practice is underpinned by the Early Years Foundation Stage (EYFS) principles and Playwork Principles to enrich and enhance children's play supported by professional early years and playwork practitioners.

We will achieve this aim through:

- a team of high quality staff of whom the majority will have, or be working towards, a recognised playwork or childcare qualification;
- offering a variety of activities to suit the age range and needs of the children;
- using premises that are safe & secure and meet registration standards;
- working in partnership with school, parents and carers to help meet the new Ofsted requirements for Early Years Foundation Stage (EYFS) curriculum.
- Participation in Leeds Quality Assurance scheme and Scope Quality Assurance scheme.

OUR FACILITIES

We hire facilities in the Japa Mill Building on the Churwell Primary School site. We have three separate rooms equipped to meet the needs of different age groups along with lots of outdoor space to play:

- Our Ladybird Room is the base for children in nursery and reception. Play opportunities are structured around the Early Years Foundation Stage (EYFS) to enhance learning and development.
- Our Tigers Room is the base for children in Years 1, 2 and 3. There is plenty of space for a range of activities.
- Our Sharks Room is the base for children in Years 4, 5 and 6. Children have access to a pool table and table football as well as quiet space and art & craft activities.

We have access to the school grounds which are secure and fully enclosed. We have worked with Churwell School to develop a Forest School area in the grounds. This is a developing area and includes outdoor seating and space to learn about the natural environment.

AGE RANGE FOR OUR SERVICES

The before and after school sessions are open to children from Nursery to Year 6 who are registered pupils at Churwell Primary School or who attend PLAY@Churwell nursery.

Wraparound sessions are open to children aged 3 – 4 years who have a free nursery place at Churwell School or who have their free nursery place with PLAY@Churwell.

PLAY@Churwell Nursery sessions are offered to children aged 3 - 4 years who are eligible for the free 15 hours of early education.

We can accommodate care for children aged 3 before they take up their nursery place. This service is not dependent on where the child will be attending nursery.

Pre-School sessions are open to all children from age 2 year 3 months.

The holiday playscheme is open to children aged 3 – 11 years of age. There is no restriction on who attends playscheme but preference will be given to children who live in the local community or have parents working in the local community.

Early Years Foundation Stage

Our provision for children aged 2-5 is structured to meet the requirements of the Early Years Foundation Stage (EYFS). Our provision includes Pre-school sessions, PLAY@Churwell Nursery, wraparound care for children attending nursery and before & after school care for children in Reception.

In our pre-school and nursery sessions, wraparound care, and also in our EYFS before and after school clubs, our staff will provide structured play activities in the Ladybird Room to enhance learning and development. All children will be given the opportunity to fulfil their potential and prepare them for the future. The EYFS seven areas of learning and development shape our educational programmes and support and inform our assessments of the achievements and areas for concern for each child.

OPENING TIMES

The opening times for **before and after school and nursery wraparound sessions** are:

Before School Club	7:30 am - 8:50 am
After School Club	3:15 pm – 6:00 pm
Nursery wraparound	7:30 am – 6:00 pm

We offer flexible care to match the nursery sessions your child attends ranging from full day care to lunch time care. Please see our 'Wraparound & Free Nursery places' leaflet for full details.

Please be aware that the setting opens at 7.30am termtime and closes at 6pm. Between 7.25am – 7.30am staff will open the gate to allow you to walk around prior to the door opening. Staff are preparing the rooms and carrying out essential safety checks before the children arrive at 7:30. Please do not buzz before 7:25am.

If you are going to be later than 6pm you must contact the setting on 0113 2526824 to let us know and make alternative arrangements for collection. If you are late on a regular basis you will be charged a late fee to cover the additional costs of staffing. This is because we are legally obliged to have a minimum of 2 staff present even if there is only one child. Please remember you need to have collected and signed your child out by 6pm so please leave sufficient time for this.

Holiday playscheme is open in school holidays (excluding bank holidays) and on school training days and is based at Churwell School.

Holiday Playscheme 8:00 am – 6:00 pm

Half day sessions of 5 hours flexible start and finish are available on non-trip days.

Pre-School sessions are run in termtime for children aged from 2 years 3 months to when your child starts their free nursery place.

Pre-School 9:00 am – 11:00 am

IMPORTANT

Responsibility for your child/ren cannot be accepted outside of these hours due to the school site being closed. If you are late in collecting your child/ren an additional fee of £25 per hour will be payable to reflect the cost of paying overtime to two members of staff.

If an unforeseen emergency occurs and there is no one able to collect your child, we have made arrangements with local registered childminders who would provide emergency care for which a fee would be payable direct.

Winter / Snow Closure:

During the winter there may be days that the school and/or school site is closed due to snow. If this happens please ring us to check whether the setting is open. If there is a site closure this will be because the site is not safe and we are also not authorised to open. If the site is open but school is closed we will endeavour to provide a playscheme day for parents who need care for their children. This may be limited depending on how many of our staff can get to work.

REGISTRATION

All children attending PLAY@Churwell must have a completed registration and consent forms. Some of this information is a legal requirement under the Children's Act e.g. child's name, address and date of birth; parent's name, address and telephone number; consent forms for emergency treatment; while the remainder ensures our staff can safely care for your child e.g. information on allergies, special needs, collection arrangements. Information will be updated annually at the beginning of each school year when you will be asked to check and resign the registration form. Please tell us of any changes that happen mid-year so we can keep our records up to date.

Please ensure you have a list of people authorised to collect your child/ren if you are not available or are late. If staff have not seen before, or do not know, the authorised people then a password system is used to protect your child.

If you do not plan to use our service regularly but think you may need to book places on an occasional or emergency basis, it may be useful to complete the registration form now so we have your details ready.

Information provided on registration forms will be kept securely in a locked filing cabinet.

BOOKING A CHILDCARE PLACE

Bookings can be made for a regular or occasional place at the before & after school and wraparound service. Places at Holiday Playscheme and school training days will all be treated as occasional places.

A '**regular place**' can be booked for one or more sessions. This means Churwell CIC agree to provide that place for your child in that academic year unless:

- you no longer need the place; or
- your child leaves Churwell Primary School; or
- Churwell CIC ceases to provide childcare; or
- you have unpaid fees (see page 10).

This agreement can be terminated, by either the parent or by Churwell CIC, by giving two weeks notice in writing.

- For example, Mr X books a regular place for Monday to Friday at the after school club and for Fridays only at the before school club. X Jnr is guaranteed a place for these six sessions for that academic year.
- Mr X tells us on a Friday that this will be X Jnr's last day. Mr X needs to give 2 weeks notice so is liable to pay the fees for the 2 week notice period.

An '**occasional place**' can be booked for one or more sessions on an irregular basis. Places will be offered on an occasional basis if space is available. Payment would be required at the time of booking to reserve the place.

- For example, Mr X is attending a training course outside his usual working pattern and books X Jnr into the before school club on Monday and Tuesday as places were available.

In an emergency, e.g. sickness of usual carer, parents of registered children can book a place at short notice if space is available. In these cases payment can be made on the day.

For **playscheme** booking forms for school holidays and training days are available within the setting, website or via email - play@churwell.org.uk. Playscheme must be booked in advance; if you do not complete the form prior to the deadline then we can not guarantee a place. Staff rotas need to be planned in advance and we need to ensure we have the correct number of staff for the number of children booked in. Generally the deadline will be 2 weeks before the start of playscheme – notices will be put on the noticeboard to advise parents of when they need to book.

For **Pre-school** booking forms are given to parents who use the service at the end of each term. If you wish to start using this service please contact the Childcare Manager to discuss arrangements.

Cancellations

If you have booked a regular place and you do not need the place, for example your child is sick or is going to a friend's house for tea, you will still be required to pay the regular fee. If you are going on holiday and give us at least two weeks notice you will be charged a retainer equivalent to half the regular fee. These arrangements are in line with other local childcare providers and form part of the contract between us. Please remember that we still have to pay the staff even when your child is absent.

Once bookings for both regular and occasional places have been confirmed, fees cannot be refunded if the booking is cancelled except in exceptional circumstances. Any requests for refund of fees should be made to the Finance Manager at finance@churwell.org.uk.

For Pre-school, if your child does not settle in and you would like to cancel we will refund fees for any sessions unused.

Strike Days:

If you have a regular booking and do not need care on a strike day you need to inform us in advance and we will treat it as a holiday and charge a half fee retainer. If you do not notify us in advance you will be charged the full fee. We are not part of school and will not be informed which children are affected. Our staff will be working as normal and we will be open for a playscheme day 8am until 6pm for children affected by any strike.

FEES AND PAYMENT ARRANGEMENTS

Please see the booking form or our website for details of childcare fees. Booking forms can be downloaded from the 'Forms for completion' section of our website or contact us for a form.

Fees are payable one week in advance for regular places and at time of booking for occasional places. Payment can be by bank transfer, standing order or Childcare Voucher. We also accept cash or cheque made payable to 'Churwell CIC'.

Discounts:

- A discounted rate is available for parents who receive emails by email and who pay fees on time electronically by bank transfer or childcare voucher.
- For the playscheme we offer a discount price of £100 per place for a full week.
- For pre-school we offer a discount off the session rate if you block book and pay in advance for a half term.

Non-payment of fees

IMPORTANT: Non or late payment of fees will result in Churwell CIC withdrawing the offer of a place for your child. In these circumstances Churwell CIC would not take responsibility for collecting your child from school and you would need to make alternative arrangements until the fees are paid. If you are experiencing problems paying the fees please discuss this with the Childcare Manager – we may be able to help.

We will seek to recover unpaid fees through the legal system if alternative arrangements for repayment cannot be reached or payment agreements are breached. You should be aware that this could result in a County Court Judgement (CCJ) against you which could affect your ability to get credit in the future.

Fee changes

Fee levels will normally be reassessed once a year and parents/carers given notice of any change. We reserve the right to change fees mid-year if our costs rise unexpectedly.

PROVISION OF FOOD & DRINK

Children arriving early in the morning session will be provided with breakfast (e.g. toast/cereal). A light snack will be provided in the afternoon. If your child has any special dietary needs or food allergies / intolerances please include details on your registration form. If you do not wish your child to be provided with food, please let us know. Water and fruit will be freely available during the sessions.

If you have booked a session that covers lunchtime, for example a full day at the Holiday Playscheme or school training day or nursery wraparound you will need to send your child with a packed lunch. Please note that we do not have any refrigeration facilities for storing lunches so you will need to avoid food that needs to be kept cold such as dairy produce or include a suitable ice pack. Please ensure you do not include food that needs to be reheated, we do not have facilities to do this. If you wish to provide something warm there are thermos food flasks available at a range of retailers.

IMPORTANT

We have children attending the setting highly allergic to nuts and eggs, as this is life threatening please do not provide peanut butter, packets of nuts or egg mayonnaise.

CHILDREN WITH SPECIAL NEEDS

X

ARRANGEMENTS FOR CHILDREN WHO TAKE REGULAR MEDICATION

If your child needs regular prescribed medication, please include details on your registration form and complete a 'consent to administer medicine' form. We would like to prepare an individual care plan with you to ensure we meet your child's needs – the Childcare Manager will contact you.

ARRANGEMENTS FOR CHILDREN WHO ARE ILL

If your child is ill please do not send them to PLAY@Churwell to prevent the spread of any possible infection to the other children.

If your child becomes ill whilst at PLAY@Churwell, staff will contact the parent / carer named on the registration form. If emergency treatment is required we will follow the guidelines set out. We will already have obtained prior consent for emergency treatment when you registered your child.

DROPPING OFF AND COLLECTING YOUR CHILD FROM PLAY@CHURWELL

We have sole use of three rooms in the Japa Mill Building - the large temporary building facing the playing fields. Access to the building is on foot through the side gate down the hill from the main school entrance on Westwoodside - follow the signs around the front of the building. Please use this door when collecting / dropping off your child and not the main school entrance. If you or your child have difficulty with the access via the steps please talk to the Childcare Manager so we can make alternative arrangements.

Please be aware that the setting opens at 7.30am termtime and closes at 6pm. Between 7.25am – 7.30am staff will open the gate to allow you to walk around prior to the door opening. Staff are preparing the rooms and carrying out essential safety checks before the children arrive at 7:30. Holiday playscheme and Training days we open 8am until 6pm. If you are going to be later than 6pm you must contact the setting and make alternative arrangements for collection. If you are late on a regular basis you will be charged a late fee to cover the additional costs of staffing. This is because we are legally obliged to have a minimum of 2 staff present even if there is only one child. Please remember you need to have collected and signed your child out by 6pm so please leave sufficient time for this.

Churwell School have asked, on health & safety grounds, that parents do not bring cars onto the school site. Please have regard for other parents / staff at the school or local residents when parking your car so you do not restrict access or block driveways. Churwell CIC or Churwell School cannot take responsibility for any damage caused to vehicles while on or outside the school premises.

How we drop off and collect your child at school

On the school site we vary arrangements for the different age groups. For the youngest children (Reception to Y2), a member of staff known to both the child and teacher will wait near the relevant door to drop off / collect. For the older children (Years 3 to 6) we have a designated 'meeting place' in the playground and the children come to us. We will take a register when we collect children from school. Don't forget to tell us if your child is absent from school if you have booked a place at the after school club so we know to take them off the register for that day.

If you have any concerns about these arrangements please talk to the Childcare Manager.

BEHAVIOUR POLICY

Churwell CIC's *Child Development & Wellbeing Policy* is available on request. The policy aims to encourage an ethos of positive behaviour and ensure that children, parents and staff contribute to and take ownership of ground rules relating to acceptable standards of behaviour and that all parties understand the actions we will need to take to resolve situations of negative behaviour. Continued negative behaviour which endangers others and happens frequently, needs to be addressed. Parents/guardians will be contacted to discuss their child's behaviour and individual rewards and sanctions set. If not resolved, the final action will be the exclusion of the child from the club in the interests of the other children.

Our staff and volunteers work hard to provide children and parents with an excellent service and deserve to be treated with respect. Our staff should not be subject to any form of abuse and neither should the children we care for be exposed to abusive behaviour from an adult. Any unacceptable incidents of abuse will result in the termination of your child's childcare place.

FEEDBACK AND COMPLAINTS PROCEDURE

We welcome feedback on the service we provide and will ask both children and parents to complete a regular feedback form. We will use your comments to improve the service we provide.

A reference copy of all Churwell CIC's policies and procedures for PLAY@Churwell are available in the setting. Reference copies of OFSTED publications on standards in childcare are also available to borrow.

If you have a concern about any aspect of the service please discuss this with the Childcare Manager when it happens so we can take any necessary action straight away. If you are not satisfied with the action taken you can make a written complaint to the chief Executive. We will investigate your complaint and aim to let you have a response within 28 days of receiving your letter. Please write to:

Julie Mallard,
Chief Executive,
Churwell CIC
PO Box 245
Leeds,
LS27 1EN

If you are still not satisfied you can contact OFSTED on 0300 123 4666 if you wish to make a complaint about a childminder or daycare provider. Information on making a complaint is available on the OFSTED website at www.ofsted.gov.uk