

Childville Centre



Parents Handbook

Welcome to Childville Centre

We aim to provide a quality, safe and secure play centre for children aged 3 to 12 year olds.

Your children will be supervised at all times and offered a safe and caring environment with positive play opportunities.

Nicky Coker, the Proprietor and founder of the Childville After School Services Ltd is a mother of three and has worked with children for many years, initially volunteering in nursery schools and then working in after school clubs. Her years of working in Childcare provisions gave her an excellent insight into Childcare provisions and to combat her own childcare and other parents childcare needs, founded her own After School Club. Nicky has gone from strength to strength over the years, offering excellent provisions to parents and children in London borough of Barking and Dagenham. Nicky completed a progression award in Play work Level 2 and gained a further qualification in City & Guilds NVQ level 3 in Play work. She has extended her knowledge by undertaking the CACHE Level 4 in Childcare Learning and Development (CCLD).

Nicky is also an A1 NVQ assessor and has completed BA in Early Years at Greenwich University as well as gained an Early Years Professional status (EYP).

All staffs are carefully chosen ensuring enhanced DBS and reference checks carried out. All staff holds relevant qualifications for the post.

The same rigorous checks will be carried out on volunteers and student placements.

All staff will undergo further training and those not yet qualified will be encouraged to follow a course of training to gain their qualification in Childcare or play work.

If you wish to talk to Nicky Coker (07919 913 302) or any senior members of staff on any matter, 07760 228 902 (Becontree), 07951 414 426 (Furze) and Willen Pavillion (0737 860 6035).

Thank you for your support and continued patronage.

PREMISES

Becontree Primary School
Stevens Road, Dagenham, RM8 2QR

Furze Infant School
Bennett Road, Romford, RM6 6ES

Willen Pavillion
28 Portland Drive, Milton Keynes, M15 9JP

Our Provision

This service provides for children between the ages of three and twelve years.
The facilities are available from Monday to Friday (term time only).

Becontree Primary School and Willen Pavillion (Breakfast and after School club). Furze Infant School (After School club only).

Breakfast: 7.30 till Start of School Day

After School: End of School day till 5.45pm or 6.00pm

Fees: (Differ depending on centre)

Breakfast fees usually starts from £8.00 per day or £40 full time depending on the centre.

After School - starts from £15 (3 or more days)-£16 per day (1 or 2 days) or up to £75-£80 per week depending on the centre.

The total fee payable in the first week of your child/ren's attendance will be 3 weeks fee. Please note that deposits are **NON-REFUNDABLE**. If you give 4 weeks notice prior to leaving, the deposit will be used to offset your final weeks fee. If no notice is given, the deposit is forfeited. There is non-refundable registration fee of £25 payable when a child starts with the centre.

NB: Weekly fees are due every prior Friday or on Monday in advance of receiving the childcare service. Please note that fees not paid on Friday or Monday will attract £5 late charge. Fee payment for full week after school is discounted. Please note that daily rate will apply when there is bank holiday or where the school is shut for inset day. Persistent non fee payment will result in child(ren) not being collected from school and exclusion from club. Cheques returned unpaid attracts £25 administrative charge.

If your child attends on a permanent basis and you wish to withdraw him/her from the club, it is necessary that you give us at least four weeks written notice. We regret that the two weeks deposit will be forfeited if adequate notice is not given. Similarly, if a parent wishes to increase or reduce the number of days that the child attends the club (PART-TIME ONLY), two weeks written notice would be desirable. (If the days required are available at the time, payment will be adjusted accordingly before the child can take on the extra days). Fees will

be payable for non-attendance during term time for allocated spaces (e.g. if a parent/carer choose to go on holiday during term time or if the child is off sick).

HAVE YOU APPLIED FOR FAMILY TAX CREDIT – YOU MAY BE ELIGIBLE FOR UP TO 70% OF YOUR CHILDCARE FEES BEING PAID BY THE CREDIT!

Please ask any member of staff for details.



COLLECTION/CARE

The children are collected by our staff from their schools either through our escorted collection service from schools within walking distance to the club, or by transported collection service from schools further away from the club. As part of our healthy lifestyle, children are encouraged to walk to the club at least twice a week when the weather is nice.

Each individual child is catered for according to his/her age and needs. A general programme of the activities on offer will be posted on the Parents Notice Board. We will design this to make the best use of areas especially researched for specific activities. Please note that children attending an after school activity and needed to be picked up by the centre at a later time than normal will attract a £5 collection fee to cover the cost of extra staff cover required to cover this additional pick up.

ADMISSION PROCEDURES

A registration form must be completed in full and should be returned with £25 (non refundable) registration fee to a senior member of staff prior to a place being required. Please notify us of any change of address, telephone numbers, emergency contact numbers and your child's allergy/special dietary needs as soon as possible.

Once a registration form is received, we will inform the applicant if a place has or has not been offered to them by phone or in writing. If demand should exceed the availability of places, your name will be put on a waiting list and as soon as a vacancy arises, you will be notified of a possible starting date.

NB: Please note that full fees are due whether your child(ren) attends the club or not on their allocated days. Please note that children cannot be drop as and when parent/carer feels like as we need to ensure staff:child ratio are met. If an additional day is required, parent/carer need to ask the manager who will let them know if it is possible or not to pick the child up on the day and the additional day fee would be charged. Please note that we are unable to swap days on an ad hoc basis.

HEALTH AND SAFETY

In the event of a minor accident, First Aid will be administered by a member of staff and a written account will be entered into the 'Accident/Injury form' – this must be signed by a parent and a filed away at the centre. If, however, an accident should occur which we feels requires a hospital treatment, we would first contact you. If we were unable to do so, a qualified member of staff would escort the child to the hospital where all efforts would be made to contact you again.

INSURANCE

Childville Centres carry full public and professional liability insurance and the certificate is displayed on our notice board.

SECURITY ARRANGEMENTS

The security of the children whilst within the club is the responsibility of the Centre Managers. In the case of fire, the children will be evacuated to a designated assembly point outside the building and the necessary services called upon. Please press the bell outside the main entrance of your centre and a member of staff will let you in and out of the building accordingly.

LATE COLLECTION POLICY

The club opening hours are 7.30 - 9.00am,(breakfast) 3.00pm – 6.00 (depending on your branch) daily during term time and 8.00am - 5.00pm during holidays (depending on centre availability).

Parents /carers must ensure that their child /children is(are) collected on time daily. Any parent/carer that feels they may be late should inform their branch manager by telephone and

if necessary, make alternative arrangement for the child's/children collection. School pick up after 3.30pm will attract additional £5 charge to cover staff cost.

If a child remains uncollected by 5.45 or 6.00 at a centre, a late collection fee of £1.00 will be charged for every minute the child is left. This charge is to cover the overtime costs of staffs who need to remain with your child during this time and additional carertaker's fee invoiced by the school or centre where applicable will also have to be met by the parent/carer.

Any child that is not collected by 6.45 pm will be considered an 'abandoned' child and will be referred to the Childrens Services team (CS). Once involved, the uncollected child will be taken into their care and the parents/carers notified.

Childville after school club will not be responsible for any decisions or actions taken by the duty social workers team after 6.45pm daily.



What is it like for a child here?

Childville offers a secure and safe environment for all the children that we care for. All children are offered a range of well planned and expertly implemented activities, by staff who are caring and understanding. The Club prides itself on its friendly atmosphere and warm environment. There are strict behaviour policies and ground rules in place, which we expect to be adhered to for the comfort and happiness of all the children and staff.

Our activities include:

- Football

- Dance
- Music and Drama
- Craft activities
- Homework Corner
- Free Play
- Role Play
- Construction Play
- Cooking

Childville offers excellent activities to all the children attending the setting. We sometimes engage qualified teachers/instructors in some centres to provide activities such as football. Sometimes we may charge a small fee for these extra activities where applicable.

Daily Routines

Children are picked up from their schools in seat belted, fully insured transportation or on foot from local schools to each of the centres.

Once children arrive at the Club, they are

- Toileted and washed up before
- Quiet reading/home work time
- Tea time - All children are fed between 4.00-4.15. After which takes place an
- Adult led creative activity alongside supervised free play activities.
- There is also an adult led physical activity taking place at this time/ outdoor.
- After 5.15 or 5.30 at some clubs it is calm down time where activities are tidied away and circle time discussion and group games take place whilst parents come and collect their children.

Staffing Arrangements

Childville is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum staffing ratio for all aged 3-7 will be 1:8. For children aged over eight, Childville will make every effort to maintain a ratio of staff to children of at least 1:10.

The Manager will ensure that there are always at least two members of staff on duty at the premises at any given time.

Each child under the age of 5 years old will be assigned a key person, who has special responsibilities to help the child become familiar with the setting, feel confident, safe, and cared for. The key person will also build relationship with the parent to ensure that the needs of the child are being met as well as complete the child's learning profile and share with the parent/carer .

Food and Drink

Childville takes great pride in offering nutritional and healthy food for all children attending sessions including meals.

Childville will endeavour to supply varied, visually attractive and nutritious snacks to the children in the setting.

Our snack menus will always be on display on the notice-board and will rotate on a 2 weekly basis, with some seasonal amendments e.g. salads in summer.

- We aim to help provide some of the recommended 5 portions of fruit and vegetables every day for all children.
- Breakfast will be provided for all children arriving early and will consist of cereals, white and wholemeal toast and fruit.
- Snacks will be served along with milk or water.
- Fresh drinking water will be available to all children at all times.
- The Manager and staffs will hold current Food Hygiene certificates and will work together to ensure best hygiene practices at all time.
- We will of course aim to cater for all dietary requirements. We aim to provide all snacks without nuts. If your child has any particular requirements e.g. a vegetarian diet or allergies we will discuss this with you prior to your child's first session at the club.
- The Manager will liaise with the Parents/Carers to ensure your child's diet adheres to your requirements.
- Always wash hands before handling food and wear gloves.

Childville Snack Menus—Please see notice board at your centre.

Policies and Procedures

Childville has a comprehensive set of policies and procedures which can be accessed on our website www.childvillecentre.com. Please make an appointment to come and view all our policies should you prefer. Some of the policies that are most pertinent to you as parents/carers are within this document.

Partnership with Parents and Carers Policy

Childville recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. Childville aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Childville.

- Ensuring that parents'/carers' concerns are always listened to by Childville whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from Childville.
- Working with parents to support their children. This involves sensitive observational assessment - based on the EYFS principles. Childville will identify the learning need of each child and respond accordingly.
- Providing parents with regular information about activities undertaken by the children, for example, through verbal feedback, wall displays, and other examples of work.
- A pledge to parents/carers, which will outline what they can expect from Childville will be given to every parent/carer when their child starts at Childville. A copy will also be posted up in Childville's premises.
- Making all information and records held by Childville on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that Childville's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on Childville's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in Childville, such as volunteering or participating in activities, visits or outings.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Childville. This will include questionnaire survey and feedback/comment book.
- Keeping parents/carers up to date with any changes in the operation of Childville, such as alterations to the opening times or fee levels.
- Making copies of the complaints procedure available to parents on request

Uncollected Children Policy

Our Centre has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, Childville will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the local Childrens Services (CS) for advice.
- In the event of the childrens services being called and responsibility for the child being passed to a CS, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of Childville premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the CS.
- Under no circumstances will a child be taken to the home of a member of staff, or away from Childville premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of Childville until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager in the late book and fees due must be paid in cash. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at Childville.

There will be a fee charged for late pick-ups (see Charges) to cover overtime expenses for staff and any charges by the school to cover caretaker's overtime.

Missing Children Policy

Our Club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session at Childville, the following procedure will be activated:

- The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Manager will nominate two members of staff, to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around Childville.
- If after 15 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at Childville.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of Childville Site Security and Risk Assessment policies).
- All incidents of children going missing from Childville will be recorded in the Incident Record form, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

Complaints Procedure

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes Childville's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered/nominated Person will conduct the investigation. All complaints made to staff will be recorded in detail and filed in the complaint folder.

Stage One

If a parent/carer has a complaint about some aspect of Childville's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, Childville is committed to open and regular dialogue with parents/carers and Childville welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Childville will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, Childville will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, the designated Child Protection/Safeguarding Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be informed.

The formal response to the complaint from Childville will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result (within 28 days);

recommendations for dealing with the complaint and any amendments to Childville's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Childville's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with Childville's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Records of all complaints must be retained for at least period of 3 years from when the record was made.

A summary of complaints will be made available to parents on request.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

OFSTED INFORMATION

enquiries@ofsted.gov.uk

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Tel: 0300 123 1231

PLAYCENTRE AGREEMENT

To make the club a centre of quality and excellence we will need the support of everybody that is involved in it.

We value the partnership we will all have and also respect and value all adults and children. Therefore, we would like you to read the following statements before registering your child/children at our club.

Children's Contract

Be on time at the meeting point for collection.
Follow rules/code of conduct and guidance.
Be helpful to fellow peers as and when necessary.
Strive to become a better person within your own rights
Respect staffs as rudeness to staff would not be treated lightly
And treat people as you would expect to be treated.

Parent/Carer's contract

Communicate with school and ourselves about any information appertaining to the club.
Support our code of conduct.
Support our policies and work with us to provide a harmonious and quality breakfast and after school club.
Ensure that fees are paid timely as requested and that you will collect your child/children on time.
Inform us of any changes or problems that you may be experiencing.

We will

Ensure that we provide a safe, secure and happy environment.
Strive to ensure regular communication between the staff and yourself/selves on all aspects of your child/children's life at Childville Centre.

Child Protection/Safeguarding children

If an allegation is made on a member of staff

The staff in charge must be notified immediately. The alleged member of staff will be removed from session immediately and suspended until further notice as our main priority is the safety and well-being of the children and we would contact LADO who will then investigate the incident fully. In order to safeguard the children in our care please note that the use of mobile phones by staff and parent/carers is prohibited on our premises. Mobile phones prohibited signs will also be displayed to avoid unauthorised children's pictures being taken and used inappropriately. In line with the statutory framework, regarding keeping

digital records such as taking children's photos for observations we are registered with Information Commission Office (ICO) and our certificate is displayed on the notice board.

Parents/carers can also contact the following agencies if they have concerns about safeguarding:

enquiries@ofsted.gov.uk
Ofsted
Piccadilly Gate
Manchester
M1 2WD
Telephone: 0300 123 1231

Social Services (Children & Family): 8.45am – 4.45pm Monday – Friday (Not Bank Holidays) 0208-227-3811 Email: childrenss@lbbd.gov.uk
LBBD MASH Contact no- 0208 227 3811
LBBD LADO Contact no- 0208 227 3934
Out Of Hours (after 4.45pm until 8.45am and Bank Holidays: 0208 594 8356
Parents/carers can download our full policies and procedures from our website: www.childvillcentre.com

Please note that there are hard copies available on request from your centre - please speak to your centre co-ordinator.

Contact Details - Opening Hours

End of School day to 6.00pm week days term time only.

8am to 5.00pm Week days—Holiday time (Depending on demand)

TELEPHONES:

Becontree	-	07760 228 902
Furze Infant School	-	07951 414 426
Willen Pavilion	-	0737 860 6035
Out of Hours	-	07919 913 302

If you have any queries or questions that need answering do not hesitate to speak to your centre manager or telephone the Childville centres director Nicky Coker on 07919913302.

Thank you for choosing Childville