*Hendre Play Club*



*INFORMATION BOOKLET*

*HENDRE PLAY CLUB*

*ST CENYDD ROAD*

*TRECENYDD*

*CAERPHILLY*

*CF83 2RP*

*TEL. 07974 414139*

*E-mail* *charlotteharvey2206@gmail.com*

Hendre Play club

St Cenydd Road

Trecenydd

Caerphilly

CF83 2RP

e-mail charlotteharvey22.06@gmail.com

Registered Person: Charlotte Harvey 07974414139

Person in Charge: April Pearce 07817445528

**INTRODUCTION**

The aim of this booklet is to give parents information on our Play club.

We provide the very best childcare and when you leave your child with us you can be sure that he or she will:

1. Have a wonderful experience in a home from home environment
2. Feel secure
3. Have fun
4. Learn and grow.

Parents are just as important as children, we promise to listen and work with you to ensure that your child gets the best start in life.

**OPENING TIMES**

Afternoon Session 11.30-3.20

**FEES**

Afternoon session: £12.00

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Admissions Policy

All children who register with our setting will be given equal rights and will be treated as an individual. It is our intention to make our setting as accessible to all children and families of the community.

To register your child with our setting the process is:

* Parents/carers must fill in registration forms which include all information about their child, family and medical conditions etc.
* The forms include emergency contact numbers, who will be contacted in an emergency if the parents/carers cannot be contacted.
* There’s a section that includes a password for anyone other than parents/carers to collect the child, see password policy.
* The contact also needs to be signed by parents/carers and by senior staff members at the club.(the contract is signed is acknowledgement that you have read and understand our terms and conditions)
* After all this is done you will be asked to pay a deposit of £30 which is non-refundable.
* Your child will then be added the register or waiting list. (If placed on the waiting list you will be called as soon as a session becomes available

We aim to achieve this by:

* Ensuring our setting is advertised in places accessible to the whole community.
* When the club reaches its daily number of children we will activate a waiting list. Preference will be given to siblings of those already attending.
* We have an open door policy that indicates that visits are welcome at any time.

Settling in at our setting.

We are aware that the settling in period can be a stressful time for everyone therefore we make every effort to try and make the child and their family feel comfortable, welcome and take their individual needs into account. We encourage short trail sessions and visits to the club.

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PLAY POLICY

This Club recognises that play is a vital component of a child’s life. We will ensure that children have access to freely chosen, varied, child-centred play opportunities.

Within the framework of current legislation we will aim to ensure that:

* The child will be the centre of the play process
* Children will be consulted and listened to and their views acted upon where possible
* Play staff are responsive and help to enrich the children’s play opportunities
* Play staff facilitate appropriate risk and increase children’s awareness of their physical capabilities and limitations
* Play opportunities promote equality of opportunities and challenge discrimination
* Play opportunities will motivate children, increase self-esteem and foster positive attitudes

**“Parties recognise the rights of the child to rest and to leisure, to engage in play and recreational activities appropriate to the age of the child”**

*The United Nations Convention on the Rights of the Child*, Article 31

**“Play is nature’s training for life”**

*Lloyd George*

*Sickness*

In order to give full peace of mind the play club takes responsibility for the health and well-being of each individual child whilst they are attending play club it is therefore imperative that our sickness policy is adhered to. Keeping to our policy will ensure that there is no unnecessary spread of illness.

Prior to starting the play club, we need to be informed of any allergies or skin complaints that your child has been diagnosed with, and an allergy management form needs to be filled in.

This is for our information only so that we can be aware of your child’s needs.

*Antibiotics*

All children that have been prescribed antibiotics by a GP are required to be at home for a full 24 hours (48 hours for ear and eye infections) before re-attending the play club.

After this time children are welcome back as qualified staff at the club is able to administer all prescribed oral medication.

No medication will be kept on the premises overnight. If a child is taking medication that needs to be administered over several days or permanently, the medication must be brought with the child every day. It must be clearly labeled with the child’s name and dosage. Parents are required to sign the medication forms before any medication can be given.

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Period of Time Away During Illness

The flowing table is designed to allow you to see at a glance our policy on time away from our setting in relation to specific problems.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 48 Hours | 72 Hours | Symptom free | Able to attend | Completely Recovered | Mangers discretion |
| Gastro enteritis |  |  | X |  |  |  |
| Sickness/Diarrhoea | X |  |  |  |  |  |
| Ear Infections | X |  |  |  |  |  |
| Eye Infections | X |  |  |  |  |  |
| Measles |  |  |  |  | X/ four days from onset of rash |  |
| Rubella |  |  |  |  | X |  |
| Scarlet Fever |  |  |  |  |  | 24 hours after antibiotic treatment |
| Whopping Cough |  |  |  |  | 21 days if no antibiotic treatment | Five days from commencing antibiotic treatment |
| Ringworm |  |  |  |  | X |  |
| Temperatures |  |  |  |  |  | X |
| Thrush | X |  |  |  |  |  |
| Eczema |  |  |  | X |  |  |
| Head Lice |  |  |  |  |  | Until treated |
| Chest Infection | X |  |  |  |  |  |
| Common Cold |  |  |  | X |  | X |
| Chicken Pox |  |  |  |  |  | Until spots have scabbed over |
| Meningitis |  |  |  |  | X |  |
| Scabies |  |  |  |  |  | Can return after first treatment |
| Herpes Simplex |  |  |  |  | X |  |
| Tonsillitis | X |  |  |  |  |  |
| Impetigo | X - after starting medication |  |  |  |  |  |
| Slapped Cheek Syndrome |  |  |  |  | X |  |

Any illnesses not listed will be at the discretion of the Senior Staff.

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Enriching the child’s Development

In our setting we aim to enrich the children’s development in the following areas:

Mathematical Development.

We will develop mathematical awareness through imaginative play, constructions toys, painting, sand and water, outdoor play and also through specific mathematical activities.

Language literacy and communication.

We aim to provide a stimulating and exciting environment, where there is plenty to talk about. We also aim to offer a wide range of activities and experiences, which will develop confidence and enrich language. We will encourage children to communicate well with both other children and staff along with structured language activities.

Knowledge and understanding of the world.

We aim to widen knowledge and understanding by exploring and finding out about the world around us. We aim to provide the starting point for scientific investigations by encouraging children to use their senses and everyday materials to develop curiosity.

Physical development

We will provide activities that enable children to gain control over their fine and gross motor skills to develop their co-ordination.

Personal and social development

We realise that children learn from the way adults relate to them and each other. We aim to develop a sense of right and wrong and to encourage the children to share toys and other resources.

Creative development

We provide a wealth of opportunities for creative development at our setting, there are opportunities to paint, draw, model making and contribute to collages and wall displays. The children’s creative work and will be used for displays/busy books/ and for children to take home. We will have regular music and movement sessions that will allow the children to express themselves through the medium of movement and dance.

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Late Collection Policy

As a parent you have a responsibility to collect your child. If you are unable to collect your child you must inform us of who will be collecting your child. (See password and home time policy for more details.) Although we do understand that occasionally delays are unavoidable.

Our setting takes persistent lateness in collecting a child very seriously. In extreme cases it can be considered as abandonment or neglect.

Every time a parent is late for their child it will be logged to ensure the child’s safety.

In the event of a child not being collected, the senior staff will make every effort to contact the parent/s, and if this proves to be impossible, we will contact with the emergency contact listed on the child’s registration forms, to collect the child as these people have been authorised by the parents on registration forms.

If we cannot contact anybody and the child has not been collected within 30 minutes of the session ending. We will be responsible to contact the police, and then contact CSSIW to report the incident.

If your child is collected late you will be charged a late fee, which will be added to your next month’s bill.

Fees are: £5 for the first 15minutes

 50p per minute after.

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Home Time Policy

Play Club staff are only permittied to release a child to their Parent/Carer or a nominated person.

In the event that a child Parent/Carer is unable to collect them from nursery, a nominated person will be allowed to collect them following the procedure below:

* A description of the adult i.e. height, hair colour, eye colour, build or clothing and their name needs to be given . Photo ID will also be required using this method.
* Emergency password – this is the password given on the childs registration forms, and signed by the Parent/Carer at the point of registration. The parent then tells the nominated password to the staff and onky then will the staff release the child.
1. No child will be handed over to an idenitified individual without a password.
2. If the nursery staff is in any dought, they will not release the child.
3. We stress that in the event of an emergancy the Parent/Carer should contact the nursery staffto inform them of the situation prior to using this procedure.
4. The password can be changed on request by the Parent/Carer only, who will make the required amendment to the childs file. Although Senior Staff may asked for the password to be changed if they feel a large number of others know it.

The child’s departure time will be recorded in the signing in/out book.

We will not alllow children to leave the premises with anyone under the age of 16. We will require written permission for them to collect a child if they are between the age of 16 & 18.

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Complaints and Compliments Policy

At our setting, we believe that everybody that uses our setting are entitled to their opinions, and we pay close attention to their needs/wishes/complaints/compliments.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our service, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with using our three stages procedure. (See below)

Stage one.

In the first instance parents are encouraged to speak directly to staff members, if deemed appropriate. If not to move to stage two. The staff member will then try to resolve the issue as soon as possible but always within five working days.

Stage two.

If an informal discussion has not produced a satisfactory resolution parents should then put in writing their complaint, what has been done by a staff member and why the parent feels that the result hasn’t been satisfactory. A meeting will then be mutually agreed by the senior member and the parent/s. within this meeting the issues will be discussed and logged in our complaints file, this record will be shared with parents, staff and CSSIW on request.

The matter will be fully investigated within 14 days. If there is any delay the senior staff member will advise the parents and offer an explanation. Then will send them a full and formal response to the complaint. If any party has good reason to believe that the situation has child protection issues, they will inform the designated child protection officer, and ensure that the local social services department is contacted, according to the child protection policy, if any party involved has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response will include recommendations for dealing with the complaint and any amendments to the play club policies or procedures emerging from the investigation.

Stage three.

If the parent/s remains dissatisfied after stage two. A meeting will be arrange with the Registered Person (Charlotte Harvey) will all evidence from both parties including reports/ amendments to policies and any risk assessments done.

If the parent/s are still unhappy you may contact CSSIW.

TERMS AND CONDITIONS

1. AGE OF CHILDREN – Children are accommodated from the age of 2 -4 years for the play club.

2. HOURS OF OPENING – The Play club is open from 11.30am to 3.20pm

3. ARRIVAL AND COLLECTION TIMES - The Play club runs 11.30 am -3.20pm. You can arrive after the session starts but not before as insurance and registration limit the amount of children on the premises at one time.

4. SECURITY – You must choose a password when your child starts the Play club. This word will then be recorded on your child’s admission forms. Please let us know if anyone other than the designated person is going to collect your child from Play club. This person MUST know the password. If they do not they will not be allowed to collect the child and you will be contacted immediately. This if for the children’s safety, so please respect this.

5. REGISTRATION FEES – We must reserve the right to charge in full, time that has been pre-booked. A 10% discount will be offered to siblings. It is essential that if time is booked from a given start date and if the place is to be continued to be reserved for your child, that all of this time is paid for whether taken or not, including holidays (within term time) as your child’s place will be kept open. Placements can only be changed only if a suitable placement is available. If children are on the waiting list, then the Play club reserve the right to give preference to parents/guardians requiring full time places.

6 FEES & HOLIDAYS – Fees must be paid in full, monthly in advance by the first week of each month. Prompt payment would be appreciated. Payments are required for periods of absence since the child’s place is kept open and staff and other costs have to be met. You can pay by cash or standing order if payment of fees arrives late; we reserve the right to apply a charge of £5.00 for every day late. This is at the manager’s discretion. If the school is closed due to snow we will offer you an alternative day for your child to attend.

7. SICKNESS – Our aim is to promote a healthy environment for your child, we need the co-operation of all parents/guardians to achieve this. Your child will not be able to attend Play club is she/he is unwell. Parents/guardians MUST observe the recommended periods of absence if their child is affected by illness listed on the following page. Please let us know if your child is ill, and will not be attending Play club. If your child becomes ill whilst at Play club you will be contacted immediately. If you cannot be reached the two emergency persons will be contacted. If we cannot reach any of the contacts, we will seek medical advice or take your child to hospital.

8. NOTICE – 4 school weeks written notice is required should you wish to terminate your child’s attendance at Play club. This agreement may also be terminated by Hendre Infants and Play club giving one month’s notice in writing. Please note that fees will be liable during the period of one month’s notice.

9. MEDICATION – We have a medicine form that parents/guardians must sign before we will administer any medications.

10. MEALTIMES – Mealtimes at Hendre Infants Play club are activities in themselves and are happy and social events. Parents are of Play club children requested to provide a packed lunch. On the admissions form there will be a space for dietary needs and food allergies please ensure that you complete these accurately.

11. SAFETY – Hendre Infants Play club is committed to safety in the selection of toys and equipment, the provision of internal and external safety features, by the education and training of our staff and the guidance in safety awareness of the children. In addition to compliance with the relevant British and European Standards, we individually check all toys and equipment. Staffing ratios and regulations where practical go beyond complying with the relevant and local authority standards. Of course children are supervised at all times and the nursery carried both employers and public liability insurance.

12. STAFF AND PARENTS/GUARDIANS – All staff at the Play club have been carefully selected, not only for their qualifications and experience but also for their personality and dedication to the care and well-being of each child. At Hendre Infants Play club, we believe that parental involvement is an integral part of our business. We welcome your ideas and proposals, which may be discussed at any time with our staff.

13. COMPLAINTS – We hope you never reach a stage where you feel it necessary to make a complaint about our childcare. In the first instance we would ask you to speak to the Manager. However if you do not wish to do this or if you are not satisfied, the Play Club owner is always available to discuss anything with you. Mrs Charlotte Harvey, telephone. 07974414139, please feel free to contact me within 7 days of the complaint, our business address is:-

 Hendre Infants Play club

 Hendre Infants School

 St. Cenydd Road

 Caerphilly, CF83 2RP

If a resolution cannot be made then you may contact Care and Social Services Inspectorate Wales there address is:

 Care and Social Services Inspectorate Wales

 Government buildings

 Rhydycar

 Merthyr Tydfil

 CF48 1UZ

Telephone; 0300 062 8888

All complaints must be put forward with an action plan of 28 days from the date the Member of staff or Manager was informed.

If any matter were to be passed on to the Hendre Infants Play club’s Insurance Company then due to legal requirements the Manager would not be able to have direct contact with the complaint in hand.

14. GENERAL - Hendre Infants Play club will not accept responsibility for the loss or damage of any personal toys or items brought in to the Play club.

The Play club must be informed of any changes to the particulars provided on the registration form.

We reserve the right to exclude any child from the Play club in case of illness, injury, and persistent non-payment of fees or disruptive/aggressive behaviour.

I understand and have read all the information and agree to the Terms and Conditions and policies of Hendre Infants Play club.

Parents Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HENDRE INFANTS PLAY CLUB REGISTRATION FORM**

Full Name of Child: …………………………………………………………………………………………………………………

Home Address: …………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

Post Code: ………………………………………………………………………………

Email Address …………………………………………………………………………

Date of Birth: ……………………………………. Sex: …………………………………

Parent’s/Guardians’ Name: …………………………………………………………….

Home Tel. No.: …………………………………………………………………………………

Work Tel. No.: …………………………………………………………………………………

Mobile Tel. No. ………………………………………………………………………………………

What date would you like your child to start Play club ......................................................

Please tick what sessions you require: (minimum of 2 sessions)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday**  | **Thursday**  | **Friday** |
| **Play club**  |  |  |  |  |  |

Parent’s/Guardians’ Signature: ……………………………………………… Date: ………........................

Staff's Signature...........................................................................Date...................

Please send the completed form together with a non-refundable deposit of £30.00 to Hendre Infants Play club, Hendre Infants School, Caerphilly Cf83 2rp. The deposit will be taken off your child’s first month’s fees.

We will process your request and contact to you to confirm whether a place is available or not.

**HENDRE INFANTS PLAYCLUB**

**Admission form**

Child’s Name: ………………………………………………………………………………. D.O.B: ……………………………

Address: ……………………………………………………………………………………………………………………………………

Tel. No.: ……………………………………………………. Sex: …………………. Start date: …………………………

Mother’s/Guardian’s Name: …………………………………………………………………………………………………...

Work Address: …………………………………………………………………………………………………………………………..

…………………………………………………………………………………………………………………………………………………………

Telephone Number: ………………………………………………. Mobile number: ……………………………………

Father’s/Guardian’s Name: ………………………………………………………………………………………………………

Work Address: ……………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………

Telephone Number: ……………………………………………… Mobile number: ………………………………………

Emergency Names 1: ………………………………. ……………Tel. No.: …………………………………………………

Emergency Names 2: ……………………………………………. Tel. No.: …………………………………………………

Please state any medical conditions or food allergies: ………………………………………………………

…………………………………………………………………………………………………………………………………………………………

Please state any dietary requirements: …………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………

First language spoken in the home: …………………………………… Religion: ………………………..…………

Any special needs associated with cultural background: ………………………………………………….…

………………………………………………………………………………………….………………………………………………………………

Previous childcare/day nursery arrangements: ……………………………………………………………………

…………………………………………………………………………………………..………………………………………………………………

Dr’s Name and Address: ………………………………………………………………………………………………………………

………………………………………………………..…………………………………………………………………………………………………

Telephone No.: …………………………………………………………………………………………………………………………………………………………

Any other information: ………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………………………….....…………………………………………………………………………………………………………………………………………………………………

Password to be known by all people collecting your child from Play club: ……………............

I have read and agree to all the Terms and Conditions of Hendre Infants Play club

Parents Name: ………………………………………………………………………………

Signature ………………………………………………………………………………

Date ………………………………………………………………………………

Staff Name …………………………………………………………………………………

Signature …………………………………………………………………………………

Date …………………………………………………………………………………

Emergency Medical Treatment

Parent’s name:……………………………………………………………………

Child’s name:……………………………………………………………………

Child’s Date of Birth:………………………………….

Please state any medical conditions or medication your child has been prescribed:

……………………………………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………

If my child needs medical attention during Play club hours and I cannot be contacted, I hereby authorise the Play club staff to seek medical advice and arrange emergency medical treatment on my behalf.

Parent’s name:………………………………………………………………………………

Date…………………………………………………….

Staff's name:………………………………………………………………………………..

Date…………………………………………………………

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Photograph Permission Form

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Parents Name) give permission for my son/Daughter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Childs Name) to have their photograph taken in Nursery for nursery use only.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Parents Name) give permission for my Son/Daughter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Childs Name) to have their photos taken to use in other childrens busy books.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Parents Name) give permission for my Son/Daughter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Childs Name) to have their photo taken for press release.

Parents Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_