



Before and After School Clubs  
Nursery Wraparound Care  
Holiday Playschemes

# Parent / Carer's Handbook

Date: September 2009

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## Introduction

Churwell Out of School Group is a community run organisation set up in March 2002 with help from the New Opportunities Fund to increase the availability and choice of childcare in the area. Our provision includes:

### PLAY@Churwell

- 60 place before and after school club
- Collection from Asquith School for after school club
- Nursery wraparound care; and
- 60 place holiday playscheme based at Churwell School for children aged 3 to 12 years in the wider Churwell / Morley Community.

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.

## Aims of the Group

The aim of Churwell Out of School Group is to provide a high quality, safe and caring environment that provides opportunities for stimulating play, for children aged 3 to 12 years of age, before and after school or nursery and in school holidays.

The Group 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;
- regular monitoring by a voluntary management committee;
- 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.

### OFSTED inspection reports

We have received successful OFSTED reports for PLAY@Churwell. Copies are available to download from [www.ofsted.gov.uk](http://www.ofsted.gov.uk). Follow the links for "Information for Parents & Carers" then "Latest Inspection Reports". Choose "Children's Daycare Providers" in the postcode search box.

### Management Committee

Churwell Out of School Group is an unincorporated association run by a Management Committee. The Management Committee provides the strategic direction for the Group, develops and monitors policies, supports the staff employed and co-ordinates any bids for funding.

We are working towards becoming incorporated as a Company Limited by Guarantee following unanimous support from parents in a recent vote. This would be a not for profit social enterprise – a Community Interest Company - run by a Board of Directors.

### Contacting us



0113 252 6824



[www.churwelloutofschoolgroup.org.uk](http://www.churwelloutofschoolgroup.org.uk)



[PLAY@Churwell.org.uk](mailto:PLAY@Churwell.org.uk)

Address: PLAY@Churwell  
Japa Mill Building  
Churwell School  
Westwoodside  
Churwell,  
Leeds  
LS27 9HR

Manager: Cath Dunn  
07986 295247

Playleader: Michelle Dunn  
07914 693596

The mobile telephone numbers will be the emergency contact numbers when staff and children are taking part in outside activities or visits. Please use the number for the relevant setting to advise of any changes to bookings / late collection etc.

### Opening times

The opening times for before and after school sessions are:

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

Due to availability of space at Asquith School, Asquith pupils attending the after school club are based at Churwell School. Children will be accompanied to Churwell Primary School using our Walking Bus staffed by responsible staff employed by the Group. This will enable us to provide age appropriate provision for all children attending our settings.

The opening times for nursery wraparound sessions at Churwell School are:

	<b>AM nursery</b>	<b>PM nursery</b>
Morning Session	7:30 - 8:45	7:30 – 12:30
Nursery	8:45 – 11:45	12:30 – 15:30
Afternoon Session	11:45 – 18:00	15:30 – 18:00

For wraparound care at Asquith School please contact Asquith Nursery.

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
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If places are available in holidays:

Half day sessions	8:00 am – 1:00 pm or 1:00 pm to 6:00 pm
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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 two local registered childminders who would provide emergency care for which a fee would be payable direct.

## Registration

All children attending the Clubs 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 the Group's staff can safely care for your child e.g. information on allergies, special needs, collection arrangements. We may also ask for two passport photos. Information will be updated annually at the beginning of each school year but please tell us of any changes so we can keep our records up to date.

If you do not plan to use the Clubs 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.

## Bookings

Bookings can be made for a regular or occasional place at the before and/or after school club. 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 the Group agree to provide that place for your child unless:
  - you no longer need the place; or
  - your child leaves Churwell Primary School / Asquith Primary School; or
  - the Group ceases to provide childcare; or
  - you have unpaid fees (see page 8).

This agreement can be terminated, by either the parent or the Group, 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.
- 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.

We reserve the right to provide care at any of our settings which may not be the one you have booked. We will do this only in exceptional circumstances, for example staff sickness, if one setting is full or has insufficient bookings. If you have any concerns about this please talk to the Manager or Playleader.

### Fees and payment arrangements from 26 October 2009

Fees are payable as follows:

Before School Club	£4 per session
After School Club	£7 for two hours to 5:15 pm £9 per session

Nursery wraparound	£25.00 per day
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(shorter sessions may be available. Please contact us to discuss your requirements or see our EYFS leaflet)

Holiday playscheme	£22.00 per session (£12.00 half day)
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A discount will be allowed for families with more than one child attending the Clubs equal to a reduction per full session of £1 before school, £2 after school and £3 for playscheme.

Fees are payable one week in advance for regular places and at time of booking for occasional places. Payment can be by cash or cheque made payable to 'Churwell Out of School Group'. If cheque, please put cheque card number on the back. Receipts will be given for all fees paid. We also accept Childcare Vouchers.

### Non-payment of fees

**IMPORTANT: Non or late payment of fees may result in the Group withdrawing the offer of a place for your child. In these circumstances the Group 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 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.

### 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 in writing to the Management Committee at the Group address.

### 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.

### Age range of children

The Before and After School Clubs are open to children from Nursery to Year 6 who are registered pupils at Churwell Primary School or Asquith Primary School.

The Holiday Playscheme is open to children aged 3 – 12 years of age who:

- are registered pupils at Churwell Primary School or Asquith Primary School; or
- live in the local community; or
- have parents working in the local community.

Children leaving Primary School to attend High School are eligible for places in the summer holidays prior to starting at High School. We may also be able to accommodate children in Year 7 at High School – please contact us to discuss your needs.

### Early Years Foundation Stage

From September 2008 our provision for children aged 3-5 is structured to meet the requirements of the Early Years Foundation Stage (EYFS). Our provision includes wraparound care for children attending nursery and before and after school care for children in Reception.

In our EYFS wraparound care and before and after school clubs, our staff will provide structured play activities to enhance learning and development. All children will be given the opportunity to fulfil their potential and prepare them for the future. We will work towards the *Every Child Matters* framework for children to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

All children are valued and respected as individuals. We will treat each child as an individual ensuring confidentiality at all times. During activities your child will be observed and any significant observations will be added to your child's portfolio which will be held in the Nursery / School. We encourage parents/carers to contribute to their child's portfolio.

All children will have an identified key worker and regular meetings will be made available for parents/carers. A key worker has special responsibilities for working with a small number of children, giving them the reassurance to feel safe and cared for and building relationships with their parents.

### Provision of food and drink

Children arriving early in the morning session will be provided with breakfast (e.g. toast/cereal and juice). A light snack will be provided in the afternoon e.g. sandwiches, scones, biscuits, fruit. If your child has any special dietary needs or food allergies 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 juice will be freely available during the sessions.

If you have booked a full day at the Holiday Playscheme or school training day 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 an ice pack. Children will also be provided with breakfast / afternoon snack depending on time of arrival / departure.

### 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 Play Leader will contact you.

### Arrangements for children who are ill

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

If your child becomes ill whilst at the Club, 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.

### Walking between Asquith School and Churwell School

Asquith Primary School is located about 15 minutes walk from Churwell School. We use our well established Walking Bus to accompany children to Churwell School. The Walking Bus is staffed by our Playworkers and additional responsible staff, recruited by the Group, who have completed the necessary checks to have unsupervised access to children.

The route between the two schools avoids main roads and the staff will have regard to the safety of the children at all times. The guidelines are for a ratio of 5 children under 8 yrs to one adult. Depending on the age range of the children attending each session we may increase or decrease the number of adults accompanying our Walking Bus.

If you have any concerns about these arrangements please talk to the Manager or Play Leader.

### Dropping off and collecting your child from Churwell School

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. 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 Manager or Playleader so we can make alternative arrangements.

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 Out of School Group 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 sites we plan to 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 Manager or Play Leader.

### Behaviour policy

The Group'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 the Group 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.

Staff and volunteers of Churwell Out of School Group 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.

### 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 the Group's policies and procedures are available at the club. 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 Children's Clubs Manager or Playleader 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 Group's Management Committee. 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, Chair of Management Committee,  
Churwell Out of School Group  
Japa Mill Building, Churwell School  
Westwoodside, Churwell  
Leeds, LS27 9HR

If you are still not satisfied you can contact OFSTED on 08456 40 40 40 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](http://www.ofsted.gov.uk)