



Parent Pack

Come and Play Childcare Ltd (CAP)

07867 422211 (Director)

Ofsted Registration:

Rushy Meadow Primary: EY494590

Manor Park Primary: EY551955

Wallington Primary: URN2623572

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Introduction to Come and Play Childcare Ltd

Come and Play Childcare Breakfast and After School Club and Holiday Clubs at our various settings. We aim to provide a safe and secure environment for children to develop through play.

Come and Play Childcare Ltd cares for children aged between 4 – 11 year olds. (Reception to Year 6)

The Club provides a happy and safe environment, where children will have a wide range of activities / arts and crafts / quiet corner / board games / team games in and outdoors, children will also have the opportunity to try new things, promoting children's learning through planned activities that are challenging but achievable to every child and that interest them.

Staff will always encourage children to achieve their full potential and all children are welcome.

To help develop our safe environment the children themselves helped to write a code of conduct for the club. Children can also be involved in preparing their food.

Our club provides a service that is fair to everyone. We aim to help children to develop responsibility for themselves and to become independent and co-operative individuals, promoted when children take part in a wide range of activities staff will meet children's needs through sensitive and appropriate interaction, which will help with children's self-esteem.

There are 2 Directors who oversee the clubs and at the club there is a Manager, Deputy Manager and playworkers. Staff have Safeguarding, First Aid, and Food Hygiene qualifications and most are qualified or working towards their child care qualification.











Breakfast, After School and Holiday Club

Conditions of Booking

1. All children need a registration form completed before attendance may begin.
2. Bookings must be made in advance, these are mainly done on a monthly and a termly basis. Filling in a booking request form does not guarantee a place. You will receive confirmation of your bookings from the club.
3. One months' notice (in writing by email) is required to change bookings, as staffing may need to be reallocated. We will attempt to accommodate changes but this is subject to availability.
4. We are unable to refund places not taken up without notice as above in Point 3. This includes short-term sickness. This is as resources have already been allocated and still require payment.
5. If your child does not attend when he/she is booked in you will still be charged. You will also be charged if your child attends school events or trips on the days that he/she is booked in.
6. If your child/ren are off sick please inform the club immediately along with why they are off and you will have to continue to pay in full for your child's place to keep the place open.
7. If you choose to go on holiday during school time you will have to continue to pay for your child's place as we have to keep this place open for your child.
8. Children must not turn up unannounced, as we may not be able to accept them due to staff ratios.
9. Payment is due monthly in advance and at the beginning of the month.
 - **OVER SUBSCRIPTION** – We keep a waiting list for children wishing to attend the Breakfast and After School Club if the Club is full. Children will be allocated in the following order: Siblings will take priority and then it will be first come first served.
10. Late payment will result in the place being reviewed. (*This would be in writing and no child would be turned away until the parent had been informed*).
11. In the unlikely event that an overpayment is made we will refund it to the parent/carer by bank transfer unless the overpayment has been made by childcare vouchers.
12. Children must be collected at the agreed time. A late collection charge can be imposed at the Club's discretion if not. This will amount to the cost of 2 staff and the site manager's overtime (approx £15 per half hour, or part thereof). Persistent late collection will result in the booking being reviewed and/or cancelled by the Club. If you are late the collection procedures will take place and if you pick your child up late more than five times within the academic year then your child's place will automatically be withdrawn from the Breakfast, After School and Holiday Club.
13. Children should not bring mobile phones, cameras, valuables, toys, money or electronic games to the club without agreement from the Club Manager; the Club accepts no responsibility for personal belongings in any manner and parents are reminded that we do use paint and children will play outside so suitable clothes may need to be sent in if you feel the need.
14. Behaviour is dealt with in line with the club's Behaviour Policy. This may include exclusion from the club. Parents agree to collect, or make arrangements for their child to be collected as soon as possible in this case. No refunds will be given for exclusion.
15. If a child has been excluded from school they will not be able to attend the Breakfast, After School and Holiday Club on the same day as the school's exclusion but can return back to the Club when they return to school.
16. We cannot guarantee your child will not have access to nuts as most food products contain traces. We will endeavour to supply snacks that are suitable for your child's needs, this is through a menu that is available for you to inspect. If you have any concerns about the menu please see a member of staff.
17. The company directors will review these conditions regularly and changes will be notified to parents in writing before taking effect.
18. Parents must comply with the procedures of the club as these are in accordance with Ofsted's guidelines. Procedures are available for inspection on request.
19. In the event the Club has to be closed, you will be required to continue paying for your child/ren's place in full.

All bookings are taken as acceptance of these conditions

Food Menu

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	 Plain, Tomato Or Cheese Pasta	 Tomato, chicken or vegetable soup with bread	 Pitta Bread with ham , cheese, jam or chicken	 Beans spaghetti or ravioli on toast	 Sandwiches – ham, chicken, cheese or jam
Week 2	 Beans spaghetti or ravioli on toast	 Wraps with ham , cheese, jam or chicken	 Plain, Tomato or Cheese Pasta	 Sandwiches – ham, chicken, cheese or jam	 Tomato, chicken or vegetable soup with bread



Fruit, vegetables and water will be available at all times.
 (This menu is subject to change)

A selection of the following is available every morning
 between 7:30am and 8:15am

(If your child arrives after this time we will not be able to provide them with Breakfast)

Weetabix, Rice Crispies, Multigrain Hoops
 And Corn Flakes

Or White or brown toast with Jam, Honey or Marmite
 With the option of Fruit

During Breakfast Club there is Apple and Orange juice,
 water and milk available.

If your child has an allergy or a dietary requirement, please inform the manager so that a Health Care Plan can be filled out.

Breakfast, After School and Holiday Club Collection Procedure

Come and Play Childcare (CAP) Breakfast, After School and Holiday Club is committed to ensuring the safety of children from the Breakfast Club to school, from their school to the After School Club or whilst at the Holiday Club. We shall implement the following procedure to ensure that this is the case.

- CAP Breakfast, After School and Holiday Club staff shall only let people into the Club once they have established which child they are collecting.
- Only parents/carers are to collect their children, and only parents/carers are allowed to authorise additional people to collect. To authorise an additional person, parent/carers must indicate this on the registration form when they first register with the After School or Holiday Club, or in writing to the After School and Holiday Club Manager.
- Parents/carers must indicate in writing immediately if they no longer wish for an authorised person to collect their child.
- **People authorised by parents/carers to collect their children must be over the age of 17 years.**
- CAP After School and Holiday Club cannot refuse access to a child from a parent unless there is a court injunction against that parent, which the After School and Holiday Club staff must see in writing from the Court.
- Children of all ages must be picked up by their parent/carer. They are NOT allowed to walk home from the After School or Holiday Club.

Late/Non Collection

At the end of every session, the club 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 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 phones requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least 2 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 social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of the clubs 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 local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the clubs premises unless absolutely necessary, in the course of waiting for them to be collected at the end of the session.
- The child will remain in the care of the club 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 and discussed with parent/carer at the earliest opportunity. Parents/carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the club.

Complaints

This policy constitutes the club'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 Person will conduct the investigation. All complaints made will be recorded in detail in the Incident Record Book.

Stage one.

If a parent/carer has a complaint about some aspect of the club'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 the manager. As outlined in the Partnership with Parents/Carers policy, the club is committed to open and regular dialogue with parents/carers and the club 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.

The club 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, the club will advise the parents/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, they should inform the designated Child Protection Officer and 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 they will contact the police.

The formal response to the complaint from the club will be sent to the parents/carers concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the club's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the club'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 the club'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.

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.

BREAKFAST, AFTER SCHOOL AND HOLIDAY CLUB **CODE OF CONDUCT**

At our Breakfast, After School and Holiday Club we ask the children attending to following rules which are below:

How we should be

- We **should** be kind and helpful
- We **should** be honest
- We **should** look after other peoples things
- We **should** listen to others

How we shouldn't be

- We **should not** hurt anyone's feelings
- We **should not** hurt anyone else
- We **should not** lie
- We **should not** damage things

We also looked at what we thought was appropriate for those who did not keep to these rules we set. The conclusion was time out and ranges from five minutes through to half an hour

Time out may include a helpful job for the club as well.

We have also thought that persistent poor behaviour would result in our parents being told and possibly not being able to come. Positive behaviour would result in awards.

Breakfast, After School and Holiday Club

Privacy Notice

At Come and Play Childcare Ltd we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post, so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

No Debt Policy

Parent/s must pay in advance for Breakfast, After School Club and Holiday club fees using the methods outlined below and will be issued with a written receipt for payment:

- Bank Transfer – Please make sure that your child's name is the reference so we know who the payment is from.
- Childcare Voucher – Please ensure that your voucher payment is with us by the 1st of the month (If we are not registered with the voucher provider please let us know and we can register with them.)

Your child's place will be withdrawn if your fees are not paid on time. We will notify you in writing and by telephone if your child's place is to be withdrawn.

If a parent genuinely forgets to pay in advance, the club will allow a child to attend for one session only. However this debt must be paid immediately using the above payment method together with future fees otherwise the club will not be able to continue to keep the place open for a child.

It is not acceptable for payments to be made late on a regular basis and this will also result in a child's place being withdrawn from the club.

We hope that operating a No Debt Policy will help parents manage the clubs fees efficiently and also ensure that a child's place in the club is secure.

If you have any concerns please contact the Director on 07867 422211.