



# Woodlands Kids Club

## Parent's Information Guide

[www.parklanekids.co.uk](http://www.parklanekids.co.uk)

01664 562277



Dear parents,

I know how difficult it is to juggle good quality childcare around term-time school hours, which is why Woodlands provides a flexible provision for school age children to safely play and have fun before and after school and during the school holidays.

To help make an informed choice about whether Woodlands is the right place for your child, please feel free to come and look around and speak to the other children who enjoy their time with us and the staff team who would be looking after your child.

The staff team and I have tried to get as much information into this booklet for you, to give you peace of mind that we value your custom and are passionate about caring for your child. However, should anything go wrong or you are not happy with any element of our provision please speak to us and share your concerns because we are always looking for ways to improve and remain OUTSTANDING.



## **Registration**

In order to plan your child's safe and responsible care, all new children need to be registered and all children must be booked in before they are able to attend. Please remember to update us with any change of details.

## **Opening Times**

Before school 7.30-9.00am (7.00am by prior arrangement at an additional charge)

After School Club 3pm to 6.00pm (6.30pm by prior arrangement at an additional charge)

Holiday Club 7.30am to 6.00pm

## **Fees and Payment**

Please see our fees sheet for more information, as these are subject to change.

Fees are due by the 1<sup>st</sup> of each month, however, any fees received after the 10<sup>th</sup> will be subject to a 10% late charge. (please see our terms and conditions).

## **School drop off's and collections**

We provide a service to;

- St Mary's
- Brownlow
- St Francis
- Asfordby Hill

Children will either be driven or walked to/from school by a member of staff who holds a current paediatric first aid certificate.

We have a good relationship with the schools and provide a copy of our attendance register each week for their information. We have different arrangements at each school about where we drop off and collect the children.

All children wear a high visibility band for easy identification and safety and staff wear a company Jacket.

## **Vehicles**

The company owns four vehicles. These are insured fully comprehensive and have valid tax and an MOT certificate. Staff carry out daily risk assessments to ensure the vehicles remain suitable and they are serviced annually. Any faults or concerns are reported to the out of school co-ordinator and the vehicle is booked into the garage to be checked out or repaired. Children's safety is our priority.

Children use the nearest available seats to the driver to ensure they can be assisted in the event of an accident or emergency.

## **Mobile phones**

Staff all carry a setting mobile phone (not connected to the internet) to enable them to effectively communicate with Woodlands. They will not use this while driving a vehicle or to make personal calls.

## **Seat belts**

Children **aged 3 years and above, until they are EITHER 12 years old OR 135 cm tall MUST use the correct child restraint.** Should children question this, each driver has a tape measure to ensure that we comply with current legislation.

## **Inclement Weather**

Children's safety is our priority, therefore, a decision may be made to walk the children to school, rather than risk driving a vehicle in inclement weather. In exceptional circumstances, usually heavy snow or ice in will be impracticable for us to safely reach the school to drop or collect your child. In these circumstances we would contact you in ample time, for alternative arrangements to be made.

## **Holiday Club**

Holiday clubs will run during each school holiday except for the Christmas week. There is more time for projects, building dens, learning a new skill or sport and making new friends. The holiday club is also open to children from other schools aged 4 – 11years. A weekly timetable of activities is available to parents before each school holiday and is displayed in the setting. is emailed to parents in advance of the forthcoming holiday and we attempt to secure outside providers to come and show the children some different activities eg cooking, theatre, sports, fire brigade, dance, singing, martial arts etc. All children will need to provide a suitable packed lunch.

## Activities

We offer children a range of activities, games and entertainment, or just the chance to relax and unwind. We have different craft and sports activities each day which are planned weekly in advance to ensure a varied programme. We have a computer available (not daily), games and puzzles for older children, plus team games, sports and free play outside as much as possible. There is a full range of toys and activities to cover all age groups from 4-11 years with the older children being appointed helpers, or similar to engage them in ownership of the club and how it is run. All children have quiet time after tea and take part in a group read. Staff will stamp children's reading books to demonstrate this has taken place. All children are offered a range of activities and can choose to participate or engage in their own preferred activity.

The club keeps a scrap book of activities and photos and these are available to parents at any time.

## Children's Voice

We value the opinion of the children and involve them in the weekly planning of activities and changes to the menu. However, we also use an annual questionnaire to gather their feedback on a whole range of topics within the club, to ensure we are still providing a high standard of provision that they enjoy.

Staff involve the children in setting the rules, expectations and boundaries of how they play alongside each other and how the club runs in partnership together. This charter is displayed so that children remember the rules they made together and to remind them of what is expected of them.

## Code of Behaviour

If the volume raises too high, or children's behaviour becomes unacceptable, staff will repeat the following, in a strong, firm voice **'Woodlands 1-2-3'**. Children respond well, stop what they are doing and look to the adult for instructions. This enables the staff team to remind children of the expectations and to ensure all children remain happy.

If we have to respond to disagreements or fallings out, then staff will try to listen to all those involved and to encourage children to resolve issues for themselves. If however, this is not possible then children take some 'reflection time'. This is usually on a chair for a couple of minutes, after which they are spoken to again to try and come to some mutual resolution. Parents will be informed of any incidents.

## **Food and Snacks**

A snack and drink of water or milk are available for the children as they arrive after school or during the course of the day during school holidays. We always encourage the children to help us choose snacks so that we ensure that children are only eating what they like. Crisps and unhealthy snacks only appear at the end-of-term parties! Please do not send your child in to the club with any products containing nuts. Children take part in baking activities usually eat their own baking, therefore, we try to ensure the baking choices are fairly healthy, including things such as pizza, pasta dishes and some cakes and biscuits.

There is a rolling menu of freshly prepared foods for tea and pudding, which is served at 4.30pm. The menu identifies which of the 14 allergens, if any are contained in each dish, so you can make informed choices about the foods your child is eating. Menus are sent home with children when they change and a copy is located on the parent's notice board in the main reception.

All staff hold a current certificate in Food Hygiene and they receive training on handling allergy information requests from parents. If parents/carers or children would like to make suggestions on snack or meals, we would love to hear from you.

## **Personal belongings**

We remind parents to label all children's belongings and encourage children to take responsibility for looking after them while at the out of school club. We have provided an outside cloakroom for any bulky items and pegs for inside.

## **Staff**

All Woodlands staff have an enhanced DBS check, and suitability checks. Effective inductions ensure they work to our policies and procedures and are experienced in working with children. We have an Out of School Co-ordinator in charge and at least one member of staff who is a trained first aider in attendance at all times.

## **Medical notes**

**Please ensure that if your child needs to be administered medication during their time with us that you have given us full details and completed a medical form.**

Also, please ensure that you have given us the full details on your registration form of any special requirements or allergies that your child has.

If your child requires long-term medication such as an inhaler, then please speak to the out of school coordinator about keeping medication on the premises long-term.

### **Accident reporting.**

In the event that your child has a minor accident during their time with us, upon collection of your child, the relevant parent must sign an incident report form so that they are immediately and fully aware of anything that may have occurred to their child that day. If an accident is more serious, you will be informed immediately.

### **Mobile phones and tablets**

We recognise that parents may want to be able to contact their children during their time at the Woodlands Kids Club but we would prefer your children not to bring mobile phones because of the possibility of them being lost, stolen or damaged. If they do, we will keep them safe in the office until they are collected by yourselves. The same applies for hand-held devices such as a tablet. We do have a computer that is connected to the internet, for children to play games on or use for research to complete any homework.

### **Uncollected child**

There are a number of reasons why a child may remain uncollected at the end of the day, perhaps if a parent is delayed or confused about who is collecting or about the time of collection. Should you be delayed in the collection of your child please call us on 01664 562277

However, if we are not contacted and a child remains uncollected we will follow the procedure below:

The person in charge will:

- Check for any messages that have been left
- Staff will wait 10 minutes after the end of a session and then ring the child's home and parent's mobile numbers leaving messages if necessary.
- Staff will then wait with the child for a further 10 minutes before ringing the child's emergency contact number.
- Staff will then wait for another 20 minutes before ringing Social Services on 0116 305 0005
- Staff will then follow the advice given to them by Social Services

## **Premises and Access**

The premises meet accepted standards and conform to Health and Safety Requirements as well as Fire Regulations.

We have an agreed standard of cleanliness and all members of staff take care to ensure that the premises remain clean and safe for its users.

Staff ensure they have all children by marking their attendance on a register that is taken to the schools. Their attendance is recorded again on a register that is kept within the setting to ensure that all children arrive safely to and from school. Children may be collected at any time during the session. Children may only be collected by those persons listed on the registration form or a nominated person with an individual password otherwise it is vital that you let the club know if a different person is to collect, as refusal may offend.

Most evenings, after Easter (2015) the out of school children will use the larger function room on the site. Staff have keys to the room which is kept secure at all time. However, children have a larger space and a chance to develop more confidence and independence away from the nursery children. Staff will advise you which nights the hall is used and where to collect your children.

## **Changes to collection arrangements**

You must give as much notice as possible of any changes to the collection arrangements and ensure that your child/ren understand the arrangements for their collection and remain at school until they are collected.

We therefore, ask for your understanding and patience each time the manager calls you to get permission for a change of collection arrangements over the phone. For example, your child tells us they have an afterschool club or a play date after school with a friend that we were not informed about. We understand that changes sometimes happen last minute but would remind you to call us, so that we can update our registers. In the event that we do not collect a child on time, due to unforeseen circumstances, the office have a copy of our register and ensure the child is kept safe until they contact us and a member of staff arrives to the school to collect your child. At no time are any children placed at risk.

Please remember to call the setting on 01664 562277 and notify the manager of any changes, BEFORE a child is due to be collected from school.

## **Changes to arrangements in the morning**

To ensure that children arrive at school on time, they need to be in the vehicles ready to leave at 8.30am. Consequently, we are unable to wait for any child who is dropped off late and will therefore, be unable to take them to school. It would be helpful to know in advance if they are not attending, so as not to hold up any other children. Please call the setting on 01664 562277 to notify the manager.

## **Fire Safety**

The Club holds frequent, unannounced fire drills to ensure that all children are aware of Fire Exits and Assembly Points. There is an escape plan on the notice board for children, parents/carers and visitors to see and all fire drills are recorded and kept

## **Play Area and Kitchen**

All floors will be kept clean, non-slippery and free from any obstruction. All spillages will be cleaned up immediately. Children are never allowed in the kitchen area without supervision. All cleaning materials are kept out of reach of children.

## **Sickness**

We recognise that both staff and children are vulnerable to infections and illness and therefore ask parents/carers to refrain from bringing their children to the club when they are unwell. Woodlands Kids Club reserves the right to refuse entry to any child or family who, in the opinion of the Co-ordinator, Manager or Deputy, are not well enough to attend a session or pose a risk of infection to other children. If, when we collect your child from school we are informed that they have been ill during their school day, we will still take them to Woodlands, however we will sit with them in the staff room until they are collected.

## **Parent Involvement**

Parents of enrolled children are invited to visit the club at any time. As we are interested in offering the children to a wide variety of experiences, we encourage the parents to volunteer some time to share a talent, career opportunities, play a game, etc. whenever possible. To provide the best care for your child it is vital for schools and parents to work together. We will ask for your participation in our assessment process by filling out a short evaluation form to help improve our programme.

## **Outings**

It is important for the children to still have the opportunities to play outside after school and in the holidays. Therefore, at times a driver may, with prior consent of the manager stop at a local park after school or take a visit to the library or town. The golf course and dance studio are used on a regular basis and activities are usually led by the children. In the school holidays we organise longer trips, for which consent is required. This has previously included; strawberry picking, cinema trips and nature trails to the museum. If you do not wish your child to take part, then please inform the out of school co-ordinator.

## **Open Access**

For children on the voluntary part of the childcare register (8-17 years old) guidance set out in the Ofsted document 'Childcare Register requirements: childcare providers on non-domestic or domestic premises' states that we must inform you that childcare is open access.

However, we are not happy to allow a child of primary school age to leave on their own. We would therefore, ask for your support and urge that all children are collected by an appropriate adult to ensure they arrive home safely.

## **Childcare Register**

If you would like more information about the guidance that describes the requirements set out in regulations for both parts of the Childcare Register (compulsory and voluntary), then please, either see the link on our website or ask the staff to see a copy. It can also be downloaded from the Ofsted website.

<http://www.ofsted.gov.uk/resources/factsheet-childcare-childcare-register-requirements-childcare-providers-non-domestic-or-domestic-pre>

This factsheet describes the requirements set out in regulations for both parts of the Childcare Register (compulsory (5-8 years old) and voluntary (over 8 years old)). We are registered on both part of the register. Therefore, we must meet these requirements at all times when providing childcare.

The law allows Ofsted to carry out inspections to check that we comply with these requirements.

## Safeguarding Children Policy

### **PROCEDURE IN THE EVENT OF AN ALLEGATION OF ABUSE AGAINST A MEMBER OF STAFF OR THE DESIGNATED PERSON**

If any parent/carer makes any allegation of abuse against a member of staff, they need to be directed to the designated person (your manager). If however, the concern is against the designated person then direct them to Samantha Faulkner, Company Owner

All the information will be accurately recorded.

The member of staff will be suspended whilst an investigation takes place.

Confidentiality will be observed at all times.

Ofsted and local child protection team will be informed.

Staff will only be reinstated if the allegation has been investigated and found to be incorrect.

If the allegation is against the designated person the deputy manager or any member of staff will liaise directly with LADO.

(to view our full safeguarding policy and procedure please visit [www.parklanekids.co.uk](http://www.parklanekids.co.uk))

### Complaints Procedure

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

#### Making a complaint

- We advise any parent/carer to discuss their concerns with their child's key person or room leader.
- If this is not resolved then the complaint should be put in writing to the manager who investigates the complaints and provides a formal response to the parent, usually in writing.
- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with Samantha Faulkner to be held within 7 days.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted. The address and telephone number of our Ofsted regional centre are;-  
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  
0300 1231231

#### **RECORD OF COMPLAINT**

A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded which is available for parents and Ofsted inspectors on request.

## **Contact Details**

Directors: Samantha Faulkner and Lawrence Faulkner

Out of School Coordinator: Susannah Barlow

Manager: Vikki Harris

Deputy Manager: Katie Pollione

Woodlands

Sysonby Acres Leisure Park

Asfordby Road

Melton Mowbray

Telephone: 01664 562277

Email: [woodlands@parklanekids.co.uk](mailto:woodlands@parklanekids.co.uk)

Website: [www.parklanekids.co.uk](http://www.parklanekids.co.uk)

Please do speak to any of our staff either at the club or in the office or email us if you have any queries or concerns. We are here to ensure your child gets the most out of their time at the clubs and to help working parents and put your mind at ease whilst having to be away from your child.