



Cynfran Out of School Childcare Parent's Handbook

Aims and Objectives

The aim of Cynfran Out of School Childcare is to provide quality, accessible out of school childcare offering a range of play activities in a welcoming atmosphere.

Children for Whom Care is Provided

The club operates for boys and girls of Ysgol Cynfran aged 3 – 11 years as stated in the admissions policy. The Club caters for 64 children, in line with our Care Inspectorate Wales (CIW) registration.

The Club offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child who attends.

Opening hours

The Out of School club opens between 3.00 pm and 6.00 pm every day during school term-time.

Staffing

Staffing levels meet the requirements set by CIW at all times.

Volunteers

assist in the club at various times. All staff and volunteers have Criminal Records Bureau enhanced checks and where relevant checks by the Independent Safeguarding Authority and a full induction to the Club.

Manager	Mrs Rebecca Stollery
Senior Playworkers:	Mrs Dawn Jones
Playworker:	Miss Kerry Buckle
Playworker:	Miss Sioned Evans
CIW Registered Person/ Responsible Individual:	Ms Jenny Jones
Trustees	Mrs Lesley Heap Mr Nigel Edwards Mrs Kate Guise

Contact name:	Mrs Rebecca Stollery
Contact telephone no.:	01492 517326
Contact address:	Ysgol Cynfran Dolwen Road Llysfaen COLWYN BAY
Post code:	LL29 8SS

This address should be used for all written correspondence to the Club, including any correspondence to the management committee and/or the Registered Person/ Responsible Individual.

Charges

Fees are payable weekly in advance (daily bookings will be taken upon availability). Our fee structure is as follows:
£9 to 6:00 p.m.

If a place has been booked and the child is absent without any prior notification the full fee will be charged (unless the place can be filled). A minimum of 24 hour's notice is required for cancellation without charge.

Arrangements for complaints and concerns

We welcome suggestions and constructive criticism from parents/carers and children to help us maintain a high-quality provision. Please speak with the senior playworker if you would like to make any suggestions. However, from time to time a parent/carer or child may find it necessary to follow the complaints procedures,

COMPLAINTS POLICY

The Club celebrates achievements and success and looks for ways to improve the service for families. The Club welcomes suggestions and constructive criticism from parents/carers and children to help us maintain a high quality provision.

Share your concerns and suggestions by:

Speaking to the Club's senior playworker - if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time

Writing and placing the suggestion in the suggestions box kept in the snack area.

The Club feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent/carer, child (or local authority arranging care for a child in the Club), may find it necessary to make a complaint.

The Club's policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner.

To help you, there are forms you can use in this booklet.

At all times, the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings are taken into account.

COMPLAINT FORM

The Club’s policy is to resolve concerns quickly, effectively and where possible in an informal manner. Please talk to the senior playworker (or Registered Person/Responsible Individual) who will be pleased to help.

However, should you wish to make a complaint, it will be helpful to read our complaints procedure in the families’ handbook. This can be requested off club staff.

Please complete and submit this form to the appropriate person as highlighted in the complaint’s procedure. You will receive a response telling you how your complaint will be managed.

Name of person making complaint:.....

Nature of complaint:

Include any information you may have already given to staff with relevant dates and times and what outcome you would like to see. Use additional page if required. You can have someone help you with your complaint. You can choose who you want; someone you trust to act for you at any time.

.....

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Your contact details:

Correspondence address:			
Postcode:			
Telephone no. (daytime):		Telephone number (evening):	
Telephone no. (mobile):		Email address:	

Your signature:.....**Date:**.....

For Club/internal use:

Form received by (print name):.....

Log number:.....

Signature: Date:

Passed to Registered Person /Responsible Individual Date:.....

CHILDREN'S COMPLAINT FORM

Club should be a fun and safe place for you.

Please talk to a play worker if you have a problem or you are upset when you are in the club. We are here to help and listen and will try and sort things out.

If you don't want to talk to a playworker, then fill in this form and put it in the suggestions box or give it to the senior playworker.

It is your right to have someone you trust help you make a complaint. Tell us if you want us to help you find someone.

What is your name?.....

What are you upset about?

What can we do to help?

Need to talk to someone else?

Call ChildLine at any time on 0800 1111 to speak to a counsellor. Calls are free and confidential.

Text ChildLine. You can receive text messages provided by ChildLine for information and advice on certain issues.

Chat to a ChildLine counsellor online in a 1-2-1 session any time you want. Sign up to start talking.

<http://www.childline.org.uk/Talk/Pages/Text.aspx>

Call Meic: 080880 23456 for free, confidential information, advice and support for young people. www.meiccymru.org

Club Premises/Facilities Offered

The Club is based in Ysgol Cynfran and has the use of the mobile classroom.

The Club provides appropriate areas for a range of needs including a food preparation/dining area, a quiet area, a large play area and outdoor play space. Toilet and first aid facilities are available as well as storage and administrative space. There are a suitable number of toilets available for use by the children attending the Club, and separate toilets for use by staff.

Services Offered

In line with the arrival and collection policy the Club, the class teacher of children from the Early Years Class will accompany them to the club premises where the children are registered.

Snacks and drinks are available at the beginning of the session. All food and drinks offered is in line with our healthy eating policy, and meets the dietary needs and preferences of children as indicated on the child's registration form.

Activities Offered

A wide variety of activities are offered. Some activities will be planned weekly by playworkers, whilst still offering opportunities for free play. Children will be encouraged to participate in the planning and evaluation of activities and ideas for equipment when it is being purchased.

Languages Used

The main language of the Club is English. Bilingual signs will be used where appropriate.

Terms and Conditions

The terms and conditions for using the Club are set out in our parent/club contract and club policies and procedures. Parents/carers must sign this before their child starts attending the Club. This contract includes arrangements for collection of fees.

DUTY OF CARE

We at Cynfran Out of School Childcare care for the children in our charge and for the feelings and concerns for their parents. We wish to work with you to provide the best quality childcare and play opportunities in a pleasant, caring and learning environment.

We will provide:

A safe and caring environment

Learning opportunities and experiences for your child

A guaranteed place for advanced bookings

Access to trained staff to discuss your child's progress and to resolve problems

Consultation on future developments at the club

An opportunity to attend an Annual General Meeting of the parents / carers and management committee.

Dietary needs and preferences

Supervision when your child uses the toilet to observe good hygiene practise.

A disciplined approach in a positive and caring manner

We ask that you in turn:

Book and pay for your child's place one week in advance

A minimum of 4 weeks notice to terminate your contract with us

Notification if your child is unable to attend the club if he / she has contracted a communicable or infectious disease, as required under health and safety legislation

To regularly update us of changes in authorised persons able to collect your child

We at Cynfran Out of School Childcare aim to provide the best possible care for children of full time primary school age. The highest priority is given to employ well qualified, experienced and motivated staff. The aim is to ensure that the children have continuity of care, which is responsible to individual needs and combines affection and understanding with an informed and experienced approach.

By forming close relationships with the children in their care, the staff strive to gain the confidence of all the children, producing security and stability throughout the day. All toys, play materials, educational resources and equipment at the club are of the highest quality and are age appropriate.

We place children's needs first!