



# Parents' Handbook



## **ABOUT THE CLUB**

Confi-Kids is registered with Ofsted (Registration No 2589207) and is based at The Elms School, Colwall, WR13 6EY. The club is open from 8.00am until 6.00pm weekdays, during chosen dates in the holidays. We aim to run 4 days during half term holidays, all Easter holidays and at least 5 weeks in the Summer holidays.

We are based at The Elms School where we have use of the EY department, sports hall, art room, and all the grounds.

### **Aims**

At Confi-Kids holiday club our passion is creating contented children; we want them to feel like they are spending their holidays with a wonderful extended family and we want you to be able to relax knowing they are having an amazing time with us, whilst being cared for as if they were our own!

The Early Years Statutory Framework states that 'Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them' - we believe this to be SO TRUE!

### **What we offer**

We take a holistic approach to development and education and will nurture individuality and magic in children and teach them how to believe in their own magic too!

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, physical play and reading. In addition, other resources are available for the children to select from our equipment library.

## What we provide

We provide healthy snacks, including fresh fruit and vegetables during the morning and the afternoon. We promote independence, by encouraging the children to collect their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table. We do ask that children **BRING A HEALTHY PACKED LUNCH with an ice pack** and remind you that we are a NUT FREE ZONE.

## Staffing

Our Club is staffed by a manager Claire Coulter, duty managers Ellie Prince and Mark Farmer and additional staff in order to provide the kind of adult input and interaction we believe important

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager (contact details are at the back of this Handbook).

## Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and on our website and are available for parents to consult at all times.

# TERMS AND CONDITIONS

## Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

## Payment of fees

The current fees are **£41.00** per child per full day (8am - 6pm), **£25.00** for a 9am - 3pm session and **£4** for each addition hour on top of that. Fees are payable in advance by bank transfer, credit or debit cards on our booking site or childcare vouchers. We also offer a 10% sibling discount.

We accept vouchers from the following childcare voucher schemes, Computershare, Sodexo, Kiddivouchers, Fideliti and Edenred.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

## **Changes to days and cancelling your place**

You must give us two week's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

## **Temporary changes**

Please remember that we need to know if your child will not be attending the Club for any reason. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

## **Induction**

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Please contact the Manager to arrange this.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

## **Arrivals and departures**

A register is taken when children arrive in our care, and you must sign your child in and out each day when you drop and collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a

different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee may be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.30pm [30 minutes after your club closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

## **Child protection**

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

## **Equal opportunities**

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi- ethnic society so that each child is valued as an individual without racial or gender stereotyping. [L]  
[SEP]
- We will challenge inappropriate attitudes and practices. [L]  
[SEP]
- We will not tolerate any form of racial harassment.

## Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

## GENERAL INFORMATION

### Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately.

## **Behaviour (adults)**

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

## **Illness**

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

## **Accidents and first aid**

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

## **Medication**

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.



## **Complaints and Feedback procedure**

We welcome ALL feedback from the children and their grown ups! If you have two minutes spare after your children have attended club (and you think we deserve it!) I would LOVE it if you could leave a review on our facebook page. For holiday club to grow we rely so much on recommendations and feedback so you'd be helping us out massively!!

Equally we understand that sometimes we might not get it right... if you have a complaint, speak to your child's key worker, the manager or any other member of staff.

**NEVER FEEL RELUCTANT TO EXPRESS CONCERNS OR SEEK CLARIFICATION. IF A PROBLEM IS IMPORTANT ENOUGH TO CONCERN YOU THEN IT CONCERNS US.**

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

## **Privacy Notice**

At Confi-kids 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 legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

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 and email so that we can send you information about your child, our Club and other relevant news, and also 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 <sup>[L]</sup><sub>[SEP]</sub>
- are required to by government bodies or law enforcement agencies <sup>[L]</sup><sub>[SEP]</sub>
- have obtained your prior permission. <sup>[L]</sup><sub>[SEP]</sub> 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 <sup>[L]</sup><sub>[SEP]</sub>
  - 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. <sup>[L]</sup><sub>[SEP]</sub>

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.*

# PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities. 
- Keep you informed of opening times, fees and charges, programmes of activities,  menus, and procedures. 
- Be consistent and reliable to enable you to plan with confidence and peace of mind. 
- Share and discuss your child's achievements, experiences, progress, and friendships. 
- Be available to discuss decisions about running the club. 
- Ask your permission for outings and special events. 
- Listen to your views and concerns to ensure that we continue to meet your needs. 

## CONTACT INFORMATION

Confi-Kids Holiday Club

The Elms School

Colwall

WR13 6EY

**Club mobile number: 07899 682356** (Please leave a voice message if there is no reply .)

**Ofsted Registration No: 2589207**

**Correspondence Address:**

The Hinks,

Uphampton

Ombersley

Nr Droitwich

WR3 7EA

Claire - 07899682356

## **USEFUL CONTACTS**

### **Early Years and Childcare Service**

Early Years General Enquiries

[primeeycc@babcockinternational.com](mailto:primeeycc@babcockinternational.com)

Tel: 01905 678134

### **Ofsted**

Piccadilly Gate Store Street Manchester  M1 2WD

Tel: 0300 123 1231