



Breakfast, After School and Holiday Childcare
For children aged 4-12

Parent Information Booklet

Page	Contents
1	Contents and contact telephone numbers/e-mail
2	About Hedgehogs/Early Years Foundation Stage
2	Bookings/Enquires and Prices
3	Clubs telephone numbers/Staff
3	Payments and bookings procedures
3	Childcare Vouchers
4	Working Tax Credit/ Registration Form
4	Absences/Cancellations
4	Children attending other clubs
4	Collection of children
5	Car park
5	Belongings
5	Behaviour
5	Equality policy
5	Confidentiality
5	Child protection and Safeguarding Children
5	Child's safety
5	Health and Safety
5	Fire safety
5	Accidents
6	Illness
6	Medication
6	Accessibility of policies and procedures
6	Breakfast Club
6	Afternoon Snacks
6	Holiday Club
6	Waiting list
6	Parents/Carers views
6	Complaints
6	What do I do if I have a concern?

Dina Wilson: 07962 992 004 / Steve Wilson: 07746 743 172
E-mail: info@hedgehogschildcare.co.uk

Please note: The Registration Forms and Booking Forms must be returned prior to your child's attendance

ABOUT HEDGEHOGS

Registered with OFSTED, Hedgehogs are inclusive provisions that aim to offer the parents a quality childcare service. Hedgehogs work in co-operation with local schools, although we are a separate organisation.

Hedgehogs provide a range of indoor and outdoor activities in each setting to suit the ages of children. We also include in our offering, breakfast, afternoon snacks and refreshments. We are open most holidays providing childcare from 8.00 am to 6.00 pm Monday to Friday.

Hedgehogs aim to:

- ❖ Provide an inclusive happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- ❖ Help children to develop responsibility for themselves and their actions and to become competent and co-operative individuals.
- ❖ Encourage children to have a positive attitude and respect for both themselves and other people.
- ❖ Promote a positive relationship with parents and work in partnership with them to provide high quality play and care for their children.
- ❖ Offer inclusive services that are accessible to all children.

Our clubs are committed to meeting the needs of parents by:

- ❖ Listening and responding to their views and concerns.
- ❖ Keeping them informed of our policies and procedures, including opening times, fees and charges and our programme of activities.
- ❖ Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Hedgehogs are committed to providing:

- ❖ Care and activities that put the needs and safety of children first.
- ❖ Access to a variety of facilities and equipment under safe and supervised conditions.
- ❖ An inclusive play environment where no child is bullied or suffers discrimination in any form.

At Hedgehogs we are working with the Early Years Foundation Stage (EYFS). To set the EYFS requirements in motion we need to discuss with parents what they feel are the specific needs of their child; this might be communication skills or just simply playing with others and having fun.

If you feel you want to share any matters which would lead to your child's progress and development or for any other matters related to your child, please come to talk to us, we are available on a daily basis to talk to you during a session, or we can be contactable via e-mail or telephone.

For Bookings/Enquires please contact Dina or Steve or leave a message at the school office in a sealed envelope marked for the attention **Hedgehogs**.

<u>Clubs' times</u>	<u>Price per child</u>	<u>Siblings prices</u>
Breakfast Club – From 8.00 am to start of school day	£3.00	£2.70
After School Club – From end of school day to 6.00 pm	£8.00	£7.20
Holiday Club whole day 8.00 am to 6.00 pm	£21.00	£19.00
or half days 8.00 am to 1.00 pm or 1.00 pm to 6.00 pm	£11.00	£10.00

Please note that charges are per session, we do not apply discount if your child is collected early

(Prices were correct at the time of going to press however Hedgehogs reserve the right to change the price if required)

For children attending Wellstead, Berrywood and Kanes Hill schools: the price for the after school club includes a free transport service from Wellstead/Berrywood/Kanes Hill to Kings Copse Primary with the Hedgehogs Express minibus.

At the end of the school day the children attending the club will be collected from a designated area at their school by our Hedgehog staff. To ensure the safety of your children we operate a strict policy with only pre-booked children being collected. The children must correspond with our collection list; this list is also kept by the school, so that they know who will be collected each day. If your child is sick or is unable to attend the club please contact Steve or Dina Wilson on the contact numbers provided.

Alternative telephone contact numbers during club hours only: -

Hedgehogs at Shamblehurst	07514 010254
Hedgehogs at Freegrounds (Infants and Juniors)	07726 165439
Hedgehogs at Botley	07505 252355
Hedgehogs at Kings Copse, Wellstead, Berrywood and Kanes Hill	07722 902958
Hedgehogs Express Minibus (between 3.00 and 4.00 pm)	07749 586463
Hedgehogs at Stoke Park (Infants and Juniors)	07749 370506

Staff

Our committed team of staff have suitable qualifications and experience in childcare and undergo continual training to ensure the best care for your child. Hedgehog staff undergo CRB checks, first aid and epi-pen training.

All staff treat children as individuals with equal respect; our partnership with parents is highly valued.

Payment and bookings procedure

Fees are required monthly, in advance. At the end of each month a booking form will be sent to you for the following month. A booking form for the holiday club will be sent to you a few weeks before the start of the holidays. Booking forms need to be handed in by the date stated on the form. We expect full payment for sessions even if the child is collected early.

You don't need to book for whole weeks, once you receive the booking form, just mark the dates required, they can be different each month if you wish.

We regret that refunds for cancellations cannot be made. Under special circumstances we may allow parents to swap a session during the month, providing we have places available and the request is made at least a week in advance. **Sessions cannot be swapped if a child is sick or absent at short notice.**

We accept casual bookings providing we have a place available. Please check for availability first then pay for the session prior to your child coming to the club.

If you require additional sessions, please check for availability first, then send an e-mail or written note stating clearly the requested dates and forward, together with your payment to Hedgehogs, either via school office or the club. Please note that additional bookings will not be accepted without payment.

If you have added an afternoon session within the same week, you need to notify the class teacher of the change.

Payments can be made by cheque (payable to Hedgehogs), bank transfer, childcare vouchers or cash. Payments and booking form should be handed to the school office in a sealed envelope marked for the attention of Hedgehogs, alternatively you can return your booking form electronically. Bank charges for returned cheques will be payable by parents.

If booking and payment is not received by the established date, your child will not be expected at the club, even if he/she is a regular member. Should payment not be received by the established date without prior consent from Dina or Steve, then we reserve the right to withdraw your child's place.

If you are a regular member of the club and no longer require the use of our service, please let us know.

Childcare Vouchers

As a childcare provision registered with OFSTED, Hedgehogs can take payment with childcare vouchers, we accept Computer Share (former Busy Bees), Accor, Childcare Plus, Fair Care, Kidsunlimited, and more. Childcare vouchers can be paid as part of your salary and are exempt from tax and National Insurance contributions; you will need to ask your employer about this option.

Working Tax Credit - Being OFSTED registered, Hedgehogs qualify as a provision under the childcare element of the Working Tax Credit, parents meeting this criteria can claim for help with the childcare cost. For further details contact the Inland Revenue on 0845 3003900 or www.inlandrevenue.gov.uk/taxcredits, to see how much you would be entitled to.

Registration Form

It is crucial that the Registration Form is completed in full as it provides contact names, your child's doctor, allergy information, special requirements and gives staff contact information needed in emergencies. The club must be notified immediately of any change of these details. **A child cannot be accepted in the club without the signed form.**

Absences

The club must be notified of the absence of a child. This is important for your child's safety as if we are not advised we do not know for what reason the child is missing. Staff will be taken away from the club setting to investigate if a child is absent, this potentially can reflect in the service we like to offer.

If your child is not going to attend a session, please let a member of the Hedgehogs staff know before the session starts. Please do not assume that if school personnel know of the absence of a child, the Hedgehogs must know as well, as Hedgehogs are a totally separate organisation.

Cancellation should be made in writing either via e-mail or a note to the club, alternatively you can telephone or send a text message to Steve or Dina. In case of a last minute cancellation please ensure that we have received the message by 3.15 pm, alternatively please leave a message at the school office.

If your child is attending a club or has a sporting event after school and will be late to the Hedgehogs Club, please notify our members of staff, as we have to use valuable time finding out the reason for the absence.

If you wish to collect a child from school who has been booked in for the Hedgehogs, please let our staff know by 3.15 pm latest.

If you add or cancel an afternoon session at short notice you will need to inform your child's class teacher of any changes you may have agreed with the Hedgehogs.

Children attending other clubs

If your child attends another club after school, before attending the Hedgehogs Club, for your child's safety we strongly advise that you let us know, as we have quite a number of children attending different clubs at different times and it is not easy to keep track of them unless it is in writing. Please complete the space at the bottom of the booking form indicating the dates, activities and when we should expect your child. Snacks and drinks will be offered to your child on arrival.

You also need to inform us if your child is not attending their usual club so we can ensure he/she will be with us at the beginning of a session.

Collection of children

You can collect your children at any time during the course of the afternoon, as long as they are collected no later than 6.00pm. You will need to pay for the whole session even if you collect your children earlier. If there is a problem in getting to the club on time then the parent must ring the club to advice of the reason for the delay and make alternative arrangements for the collection of the child. If you make alternative arrangements for the collection of your children you need to notify the club, giving details of the person who will be collecting on your behalf.

If a parent arrives after 6.00 for any reason, a late charge of £5.00 per quarter hour will be incurred. This situation will only be accepted occasionally or under special circumstances. If the parent is persistently late, the club will inform OFSTED and Social Services as staff cannot assume responsibility for the child after 6.00. If the parent/carer fails to collect a child the club will contact OFSTED and Social Services.

Car Park

If you use the school car park when you come to pick up your children from the club, we recommend that you keep your children close to you or hold hands if possible, as vehicles could move at any time and children are not always aware of the potential danger.

Belongings

Please be advised that children and parents are not allowed to go back to classrooms. The Hedgehogs staff regularly remind the children of this procedure and ask whether they have their belongings with them. If you find that it is very important that they need to collect a forgotten item, please inform a member of the club staff who may be able to help. We would also recommend that you name their clothing; this will help us to return clothing to you promptly.

Behaviour

Hedgehogs Club's should be places where children feel welcome and safe, can have fun and be happy. It should be a place where they can make friends and be themselves, as well as a place where they can try new and exciting activities. The club expectation from children is to be kind and considerate towards other people and to look after the equipment.

If a child behaves inappropriately, the course of action will be to:

1. Observe the situation, speak to the child to establish the reason and help the child to reach a fair solution
2. If inappropriate behaviour persists, the child will be removed from the group to provide a calming down period
3. If the situation continues, the Club will meet with the parent to discuss any concern.

Hedgehogs reserve the right to ask parents to remove a child who refuses or consistently fails to abide to the club's expectations.

All members of staff will treat children with respect and sensitivity and are expected to behave in a responsible manner.

Equality policy

Hedgehogs are fully committed to operating non-discriminatory clubs'. Equal opportunities will be considered in all aspects of the service that our clubs' provides. All those attending Hedgehogs will be treated with due respect; it is therefore essential that members should challenge all racist, sexist and other oppressive language and behaviour and discrimination against disabled people.

Confidentiality

All members of staff shall not during their period of employment, or at any time thereafter, divulge to any person or use for their benefit any confidential information pertaining to parents, carers or children.

Child Protection and Safeguarding Children

Every child has the right to be protected. It is our duty to report anything we see or hear that leads us to think that a child may be neglected or suffering physical, sexual or emotional abuse.

Child's safety

For all children's safety no adult is allowed to enter the children's toilets. If a parent/carer needs to help their child in the toilets, a member of staff need to be notified; this is to ensure our children's safety at all times and the club would appreciate your co-operation on this matter.

Health and Safety

Hedgehogs recognise and accept its responsibility for providing a safe and healthy environment for all its children, staff and users. A successful safety policy relies on the staff and children actively following policy and procedures.

Fire Safety

For safety reasons, we would like to ask you not to wonder around the school after school hours without notifying a member of staff; this could be very unsafe particularly in the case of fire. Once you are ready to leave the setting, we would kindly ask you to leave the building by the designated exit. If you need to re-enter the building for any reason, please ensure a member of staff knows you are on the premises.

Accidents

Any minor accidents will be dealt with and recorded and the child's parent/carer will be informed when collecting the child from the club. In case of a more serious accident the appropriate action will be taken and the parent will be informed immediately. Please ensure that the child's registration form is always up to date.

Illness

If a child is ill during a session, the parent will be contacted. Should the child suffer from an infection or infectious illness, the club will ask the parents to collect the child immediately; with the understanding that the child will be accepted back at the club when he/she is fit. This action is necessary for the protection of other children from infections and illnesses. The club needs to be informed if a child is not attending due to illness, even if the parent has informed the school, as the club is a separate organisation.

Medication

Please inform a member of staff if your child is taking any form of medication. Medicines will only be administered on the written authority of the child's parent and a form is available when required.

Accessibility of policies and procedures

Hedgehog policies and procedures are available to all parents and kept in a file at each club.

Breakfast Club

We open from 8.00 am and offer a light breakfast on arrival such as toast, spreads, a variety of breakfast cereals, juice, milk, etc. Following this the children will have a range of supervised play activities to occupy them until school starts.

Afternoon Snacks

Hedgehogs offer a variety of snacks, for example: sandwiches or toast, a choice of white or wholemeal bread, with a good selection of spreads, fresh fruit/vegetables and biscuits, squash and milk. On occasions we offer hot dogs, baked beans, spaghetti rings, etc. Children have access to drinking water throughout the session and can use their own drinking bottles if they have them available.

Please remember that Hedgehogs is not a tea time club so the snacks we offer should keep the child happy until home time; the choice of food is limited by the resources and equipment available.

It is very important that the club is kept informed about children who have food allergies or special dietary needs. (Please refer to the Registration Form).

Holiday Club

Open most holidays from 8.00 am to 6.00 pm, providing breakfast, afternoon snacks and refreshments, together with a range of fantastic activities.

Waiting list

The club will notify parents of the availability of spaces on a first come, first served basis with first consideration given to siblings of children already attending the club, and secondly, those children waiting for regular weekdays.

Parents Views

At Hedgehogs we value the views and suggestions of our parents; we endeavour to listen and respond to any views or concerns they may have at any time and enjoy sharing information about the children's activities. A questionnaire is sent out to parent and children at least once a year in order to obtain feedback regarding the quality of care that the club provides, and consequently make further improvements where is needed.

At Hedgehogs we believe that parents/staff partnership is crucial to the child's well-being; if you need to speak to a member of staff in confidence, please do not hesitate to let us know.

Complaints

Should you have any cause for complaint, in the first instance please contact the person in charge. Should the complaint be about one of the play workers, you may contact the managers Dina or Steve Wilson to make suitable arrangements to resolve the issue, or your complaint can be directed to OFSTED on 03001231231. In all cases we will endeavour to deal with your issue promptly and courteously.

What do I do if I have a concern? 1. Contact Club Staff to Resolve 2. If Not Resolved Contact Club Manager 3. If Not Resolved Contact Ofsted. Complaints forms are available on request.