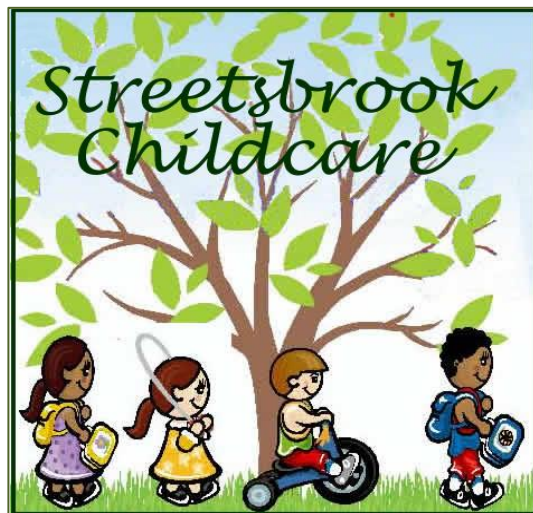




# PARENT INFORMATION PACK

*September 2017 - August 2018*

(This Information Pack should be read in conjunction with the Academy's policies and guidelines)



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## Mission Statement

**This statement outlines the services that children, parents/carers and the community can expect from our Club, and the values that inform our work:**

### *Childcare aims to:*

- provide a 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, confident, independent and co-operative individuals
- encourage children to have a positive relationship, attitude and respect for both themselves and other people
- offer a Childcare Service that is accessible to all children in the community.
- undergo regular monitoring and evaluation of our services, including by Ofsted, to ensure that the setting provides the best possible care, and meet the needs of children and their parents/carers.

### *We are committed to meeting the needs of parents and carers by:*

- listening, consulting and responding to their views and concerns and valuing opinions
- keeping them informed of our opening times, fees and charges, and programmes of activities
- sharing and discussing their child's achievements, experiences, progress and friendships
- providing a service suited to the client group

### *We are committed to providing:*

- a caring and stimulating environment that puts the needs and safety of children first
- a programme of activities that are interesting, educational, stimulating and fun, and that promote each child's social, emotional, health, physical, moral and intellectual development
- access to a variety of facilities and equipment under safe and supervised conditions.
- a highly effective staff team that is experienced, well trained and supported
- services that meet the conditions of the Children's Act 1989 and all other relevant childcare legislation, wherever they apply
- an environment where no child is bullied or suffers discrimination in any form

## *Settling In*

**All children are unique and the amount of time that a child takes to settle into Streetsbrook Childcare can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.**

### *Before & After School Club*

We welcome and advocate that parents/carers visit the premises with their children before they are due to start, so as to familiarise themselves with the setting, with the rules and routines, the programme of activities and to meet members of staff. During this initial meeting, children will be made aware of the fire evacuation procedures and the location of all fire exits, according to the provisions of the Fire Safety Policy.

The setting requires that parents/carers complete and return a Registration Form before their child attends and to familiarise themselves with signing out procedures.

### *Day Care*

Children attending Childcare for day care have the opportunity to visit the setting with parents/carers. This is a wonderful opportunity to meet members of staff, to talk about the children and be assured that every child will receive the best possible start and welcome.

When children first take up a place at Childcare, they will be allocated a Key Person; a member of staff who will show them around the setting, introduce them to the other children and ensure they feel cared for, safe and happy. For the first few weeks, the Key Person will update parents about how their child is settling in and will happily answer any questions or concerns that parents may have. If parents/carers would like to meet with the Manager to discuss their child we respectfully ask you to make an appointment.

## *Care, Learning and Play*

**The programme of activities and the atmosphere of the setting aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.**

The setting will provide a well-planned and organised play environment that offers children rich and stimulating experiences, opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, the setting will recognise a child's individuality, effort and achievement. Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel ownership. Such processes will be governed by the procedures set out in the 'Involving and Consulting Children' section.

Staffing arrangements will ensure that:

- staff reflect on practice
- staff recognise that working with children is a complex, challenging and demanding task and that often there are no easy answers
- staff recognise that learning is a shared process and that children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.
- staff display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs
- staff will support, recognise and promote achievements by all children
- the setting will provide children with a range of equipment and resources appropriate to their age and interests
- links with the whole EYFS ensure continuity and progress
- children are offered access to outdoor play every day, whatever the weather conditions
- no child will ever be left unsupervised during activities at the setting
- the programme of activities will be displayed in a place that is accessible to all children and to their parents/carers, including start and finish times
- The Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

## *Behaviour Management*

The setting abides by the Academy's Policy for the Development of Positive Attitudes, Values and Behaviour, which includes anti-bullying.

## *Partnership with Parents & Carers*

**Our Setting recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Setting and parents/carers.**

The staff team are committed to working in partnership with parent/carers to provide safe, stimulating, high quality learning opportunities for all children. Parents/carers will be able to observe the range of activities that are being offered by looking on the school website, at wall displays and at pieces of work. Parents/carers also have regular opportunities to meet with staff to discuss their child's progress. Progress is recorded through observations based on the EYFS principals

We welcome and encourage parents/carers to comment on the setting's procedures, and we consult with them on a regular basis about the activities that are planned and provided for their children. Parents/carers are also welcome to join us in the setting to help out with the activities, visits or outings. Each year, we ask parents/carers to comment on the work of the setting via a satisfaction survey.

As parents/carers, you may request to see any information and records we hold on your child, unless it is subject to investigation by the police or other statutory agencies. The setting's procedures are also available for parents/carers to peruse on request.

Any changes in the operation of the setting, such as alterations to the opening times, or fee levels will be communicated to parents.

We value the views of parents/carers and should there be any concerns about a child, the Manager will listen and respond accordingly. Any complaints will be dealt with swiftly and effectively in accordance with the provisions of the school Complaints Procedure Policy.

## *Roles & Responsibilities of the Key Person*

The setting operates a system whereby, on enrolment, each child and their parents/carers are allocated a Key Person. It is the role of the Key Person to meet the individual needs of the children in their care, and to provide a link between home and the setting. It is also part of this role to monitor the child's development, progress, likes and dislikes within the setting, to record their observations, and use these to plan the activities and environment to ensure that the needs of each child in the group are met. In order to fulfil this requirement, staff record their observations in a folder or Learning Journey specific to each child. For school aged children, this folder also includes all the details parents provide when their child is enrolled with Childcare. We also include certificates, praising the children for their work and some photographs or examples of work they have been pleased with. For those children who have attended sessions at Streetsbrook Childcare, this folder is passed on to the staff at the Sharmans Cross Club at the end of Year 2, allowing them to have an insight into your child's interests so aiding the transition from one setting to the other. When the child leaves our care and does not continue to attend either Streetsbrook or Sharmans Cross, this folder or Learning Journey will be given to parents /carers providing them with a permanent record of what their child has achieved and how they have developed during their time with us.

We regard working in partnership with parents as crucial in the care of children, and we therefore ask parents to join with us in compiling these records, by providing information, or copies of photographs or certificates to Key Persons of things children have done at home or in other settings to provide an all-round picture of the children's interests and achievements. Parents should be assured that any information or observations staff have made in order to ensure the very best provision for their child are kept within strict confidentiality guidelines and procedures.

We welcome requests to look at your child's folder or Learning Journey, and there are three formal Parents Afternoons/Evenings throughout the year where individual appointments can be made. Parents can also request additional appointment times with staff if required.

## *Child Protection*

**The setting abides by the Academy's Child Protection Policy.**

Mrs Louise Minter, the Academy's Headteacher is the Designated Member of Staff (DMS) for Child Protection with Mrs Andrea Newsome, the Academy's Deputy Headteacher being the Deputy DMS. For out of school hours provision, including Holiday Club, the DMS is currently Mrs Elaine Harvey who will report any information / concerns to the Headteacher.

# *Arrival & Departure of Children from the Setting*

**Your child's safety is our main priority!**

## *Morning arrival at club*

The setting opens at 7.30am and for insurance purposes parents/carers and children will not be admitted into the building before this time. Access to the setting both for morning drop off and afternoon collection is via the door to the left of the main school entrance. For children's safety, the door is locked. To gain entry parents/carers must ring the bell located on the right hand side of the door. Staff are only permitted to allow entry to the premises to those parents/carers they know. All others collecting children on behalf of the parent/carer will be asked for proof of identity or a password before being admitted.

For Health and Safety reasons, parents/carers should not to park in the staff car park and should enter school by the small pedestrian gates on Ralph Road. On arrival, parents/carers are required to register their child/ren on the register located at the reception table in the entrance area. If you wish to leave a message for your child's teacher, you may do so by writing it in the class communication book which is available on the table near the entrance. If you wish to leave a message for Streetsbrook Childcare Staff during the day, these books can be located in the school reception area.

Children will be taken to their class and handed over to their teacher at 8.45am.

## *Afternoon arrival - After school clubs*

Nursery, Reception and children in Year 1 attending the afternoon session will be collected from classrooms by Childcare staff. Year 2 children will make their own way to the setting, where they will be greeted and registered by a member of the team; if children from Year 2 have not arrived by 3.25pm the school will be searched and the class teacher will be found to ascertain if the child has been collected from school by a parent. It is therefore imperative that you inform staff if your child is attending a school-led club, going home with a friend, or are not attending for any reason.

## *Collection from After School Club*

On arrival you will be greeted by a member of staff and asked to sign and note the time of collection. If your child has attended for a full day or a wraparound session then information detailing snack, lunch and activities will be available on the daily communication board.

The setting wishes to ensure that it provides a safe and secure environment for all of the children attending. Parents and guardians must inform the setting of all persons who will be collecting their children from the setting. Only those persons nominated by parents/carers in the child's personal detail forms, with authorisation to collect your child, will normally be allowed to leave the premises with your son/daughter. **If this person is under the age of 14 years, the setting requires a signature on the Booking Form to indemnify Childcare of any responsibility once the child has left the setting.**

If someone, not nominated on the form, is going to collect your child at any time you must inform the setting in writing or by phone providing a name, address, contact number and their relationship to your child, at least 24 hours in advance if possible. This allows staff to quickly identify on arrival who they are. This will only be allowed under exceptional circumstances and at the discretion of the setting Manager, with the support of other agencies if necessary. This person must be given the password nominated on your contact form or provide proof of identity to the setting staff before being allowed to leave with your child. The password or proof of identity must also be given to staff if, although a nominated person, they are not known to the staff on duty. Any changes to those persons authorised to collect your child or any additions to the list should be given to the setting Team Leader.

**Should unfavourable domestic issues arise, please resolve the matter of collecting your child as the setting cannot legally prohibit any parent from collecting their child unless there is legal documentation.**

## *Uncollected Children*

**Childcare has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.**

At the end of every session, the setting will ensure that all children are collected by a parent, carer or designated adult. If 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/Team Leader will call the parent, carer or designated adult, and use any other emergency contact details 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 phone requesting a prompt reply. Childcare will not release the child to an unauthorised person, even if the collection is late, unless the parent/carer telephones to state that, because of an emergency, a different person will be collecting. If this were to be the case, we would need the name and a physical description of the person collecting, along with identification/ password as appropriate. The details will be checked prior to the child being released from the setting premises. While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.

If, after repeated attempts, the child has still not been collected and there has been no contact with the parents by 7.00pm, the setting will then telephone either the Duty Team Social Worker at Social Services on 0121 788 4305 or Emergency Out of Hours Team at Social Services on 0121 605 606. If the setting cannot make contact on either number, the police will be called to handle the situation.

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 a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of the setting's 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 relevant department.



Under no circumstances will a child be taken to the home of a member of staff, or away from the setting's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session. The child will remain in the care of the setting 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 parents/carers 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 setting.

## THE SAFETY OF THE CHILDREN IS PARAMOUNT

### *Return of Children from School-Led Clubs*

**It is the responsibility of the child's parent/carers to inform Childcare of any school-led activities that their child is attending. This must be done whether the child will be attending Childcare after the school-led activity or not.**

**We will not accept information from any other child.**

If a child on the register does not arrive at club and we have not been informed, they will be treated as a missing child and the parents/carers will be contacted immediately.

The school-led club leaders will be provided with a list of children due to return to the after school club. They are responsible for checking on the safe arrival of children at their club and returning them at the end of the school-led activity (this time to be notified to the Team Leader). Staff will be prepared for their return and act immediately should there be a delay in the children's return. If children have not been returned at an appropriate time by club leaders, the Team Leader will complete an incident form which will be sent to the Manager for further investigation.

### *Healthy Eating*

#### *Snacks*

In line with government recommendations, the setting is committed to providing high quality healthy snacks to support children, along with parents/carers, in developing healthy eating practices which will become set for life. In order to achieve this aim we develop positive attitudes to food by providing children with healthy eating experiences, which reflect the different dietary, cultural, and religious needs of the children. We also promote the children's understanding of the social perspective in which eating takes place.

At the end of each day, children will be provided with a substantial snack, as we recognise that children need to replenish their energy levels after a day of concentration and hard work. For parents/carers information, snack menus will be displayed on the setting notice boards.

Snack times are planned as a pleasant social event, where children take turns, share and be polite. We encourage children to use common courtesies such as 'please' and 'thank you'. Staff sit with the children, encouraging them to listen and talk to each other. Please note that children are not allowed to eat sweets and chocolate at this time and will be asked to save such items bought from home to eat as part of their tea.

### *Breakfast, Lunches and Hot Teas*

Children that stay for a full day sessions are provided with breakfast, lunch and tea. Meals are provided by Solihull Catering, and menus are available from the school website.

Children attending an after school session and who will be present at tea time at 4.45pm may either have a hot tea (at a charge of £2.05) or they have the option to bring a named packed tea box. We would encourage parents to join with us in providing healthy snacks as part of our policy on healthy eating. These packed teas will be kept refrigerated on site until such time as the children require them.

**Due to the severe allergy to nuts suffered by some children attending the Academy, Childcare is a 'nut free' setting. We will not deliberately provide any food which contains nuts and would ask parents/carers to respect this rule when providing tea boxes or birthday treats for the children to share.**

### *Provision of drinking water*

Fresh drinking water is available to children throughout the day, and children are encouraged to help themselves when they are thirsty.

### *Cultural and Religious Diversity*

The setting and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff work with parents/carers to ensure that any particular dietary requirements are met. The setting is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

## *First Aid*

**Childcare is committed to encouraging and promoting good health and dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care. If your child becomes ill during the session, you will be contacted to pick up your child. Therefore please keep your contact information up to date; if you cannot be reached we will contact the next person on your authorised list. A list of exclusion times for childhood illness is included in this section of the Policy Pack.**

## *First Aid Procedures*

Under duties set out in the Health and Safety (First Aid) Regulations 1981, the setting recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the setting.

The setting has a designated member of staff responsible for First Aid. This person has an up to date First Aid certificate and is responsible for administering basic First Aid when necessary and appropriate. The Manager ensures that there is a fully trained First Aider available at all times during sessions at the setting. The Manager is responsible for enabling members of staff concerned to receive adequate first aid training.

The Team Leader is responsible for maintaining the correct contents of all First Aid boxes. The First Aid box will be regularly checked to ensure its contents are up to date, it is in good condition and fulfils the criteria set out in the Health and Safety (First Aid) Regulations 1981. The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the setting's premises. A First Aid box will be taken on all off site visits or outings. This is the responsibility of a designated First Aider, or where this is not possible, the Manager.

## *Procedures in the Event of a Major Accident, Incident or Illness*

The setting requests that parents/carers complete and sign the Emergency Medical Treatment Form enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the setting. In the result of such an event, the following procedures will apply.

In the first instance, a First Aider will be notified and take responsibility for deciding upon the appropriate action. The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive. If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and signed. If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision. Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the setting and its staff.

All such accidents or incidents will be recorded in detail and logged in the Accident Record Book. Parents/carers will be asked to sign in the relevant section to acknowledge the incident or accident and any action taken by the setting and its staff.

## *Medication*

Wherever possible, children who are prescribed medication should receive their doses at home. Please note that staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent/carer. Requests should be made in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Adminstrating Medication Form.

Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The setting is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

The setting recommends that for children who carry their own medication (e.g. asthma pumps or insulin) that staff hold on to the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

## *Involving and Consulting Children*

**Childcare, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the setting that affects them.**

Streetsbrook Childcare believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the setting as a whole. The Team Leader and staff will work with children to draw up a list of rules that set out the expectations of the setting, the staff team, and the children in respect of behaviour. All children will be listened to and consulted actively. Regular children's meetings will be held between children and staff, discussing the setting's activities and any other relevant topics. Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis will always be strongly in favour of involving children. Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The setting and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

## *Equal Opportunities Policy*

**The setting abides by the Academy's Equality Plan**

## *Inclusion*

**The setting abides by the Academy's policy for Inclusion and will work closely with the Academy's SENCo, Mrs Minter and other members of staff.**

## *Admissions & Fees*

**Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.**

### *Admissions*

Order of priority -

1. Siblings of children already under contract
2. Additional/altered sessions for those children already under contract
3. Children with siblings already attending Sharmans Cross with no existing contract
4. New starters in order of application

When a parent/carer contacts the setting enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child. If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the setting and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form to confirm their child's place. Parents/carers will also be asked to complete and sign the Emergency Medical Treatment Form. Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the setting. At this stage, the provisions of the 'Settling In' section will come into operation.

### *Waiting List*

To ensure that admissions to the setting are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists.

If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the setting's waiting list procedure will be explained and then activated on the parent/carer's behalf.

Parents/carers will be encouraged to submit their request for a place for their child to the setting in writing. The details of this request will be placed on the waiting list, in the order that they are submitted. The waiting list will be kept and used on a 'first come first served' basis. The setting will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the setting.

When a vacancy at the setting becomes available, the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list. If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above. If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

## *Fees*

We understand that the cost of childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the service, it must ask that parents/carers respect its policy in respect of fees.

The level of fees will be reviewed annually in the light of future sustainability strategic plans and any other broader economic or social considerations deemed relevant. Payment of fees should be made monthly in advance. In certain circumstances individual payment arrangements may be negotiated between the Manager and parents/carers. Invoices are sent around the 15<sup>th</sup> day of the month. Please note that sessions are to be paid for monthly in advance and there are no refunds available, this applies if you do not require any of the sessions you have pre-booked, if we are forced to close due to adverse weather conditions or your child is absent due to a school trip. Sessions may not be transferred. Additional sessions will require a 'Change of Contract' form unless booked as ad-hoc. 'One off' places will only be granted if there is a vacancy or absence. **All invoices are required to be paid by the last day of the month in advance.**

If the fees are not paid on time, the setting will notify the parent/carer in writing and request payment at the earliest possible opportunity. If payment remains unpaid parents may incur a £5.00 charge. The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the setting being forfeited. If fees are paid persistently late or not at all with no explanation, Childcare will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the setting for the remainder of that week. Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the setting. Care in addition to contracted hours, will be charged at the ad hoc rate per hour or part thereof. Collection after 6.00pm will incur a charge of £5 per 15 minutes or part thereof.

## *Termination of Contract*

Four weeks written and paid notice is required if the parent wishes to end their contract. This will ensure that should there be a waiting list for the facility; the administrator has sufficient time to contact new parents.

## *Absences/ Holidays*

Childcare must be notified of any absence on the morning of the first day of absence. We would also appreciate as much notice as possible if your child is not going to attend sessions, including notice of holidays. It is also essential that parents inform staff of their child's attendance at a school led club.

Please note that fees must be paid in full for all absences.

## Childcare Uniform

All Childcare children are required to wear a uniform, consisting of a jade green polo shirt, with grey school jumper, both with school logo.

Polo shirts and jumpers may be purchased from the 'Early Years' shop in Shirley [www.earlyyears-uniform.co.uk](http://www.earlyyears-uniform.co.uk). Polo shirts may also be purchased from Tesco online. [www.tesco.com/ues](http://www.tesco.com/ues).



### Girls:

Jade green polo shirt with logo  
Grey jogging bottoms / grey skirt  
Grey school cardigan with logo or sweatshirt with logo  
Grey or black tights/ white socks  
Velcro shoes or trainers

Summer – green check/stripe dress

### Boys:

Jade green polo shirt with logo  
Grey jogging bottoms or long grey pull up trousers  
Grey school sweatshirt with logo  
Grey socks  
Velcro shoes or trainers

Summer – grey pull up shorts

We ask that all children bring wellington boots that remain in Childcare during the winter and wet months. Sun hats must be sent with children during the Summer.



## Complaints

**The setting is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.**

We are delighted that you have chosen to send your child to Childcare. We work extremely hard to provide each and every child with the best possible education we can and we ask for your support. Should you have any concerns or worries, please share them with us straight away. Please note we are unable to discuss issues in front of children.

If a parent/carer has a complaint about some aspect of the setting'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 to the Manager. Parents or carers should approach the Team Leader or the Manager and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the school complaints procedure will formally come into operation.

If a complaint is made against the Manager, the Headteacher will conduct the investigation. All complaints made to staff will be recorded.

If you feel that your complaint has not been dealt with satisfactorily you may contact our Chair of Governors, Mrs Nikki Jamieson via the school.

A copy of our complaints procedure is available on request.

## *Contact Numbers*

Office opening times – Monday to Friday – 08.30am – 4.00pm

**Main Office Number – 0121 744 5245 (extension 3)**

Please note there is a 24hr answer phone on this number when not attended.

**Childcare Administrator – Mrs Nicola McInnes**

<b>Elaine Harvey</b> Childcare Manager	Level 4 NVQ in Early Years Care and Education Education (Early Years) Masters
<b>Lauren Wood</b> Interim Deputy Manager	NVQ Level 2 NVQ Level 3 Children's Care Learning & Development NVQ Level 3 Management

<b>Jeanette Abbots</b>	NNEB
<b>Sammi Chesters</b>	Level 3 Diploma in Children's Care Learning & Development
<b>Lizzie Hornsey</b>	BTEC Level 5 Advanced Practice BA Hons – Early Childhood Education
<b>Tammy Belaid</b>	Level 3 Diploma -Young Children's Work Force
<b>Jodie Matthews</b>	NVQ Level 2 Nov 2008 NVQ Level 3 Sept 2010 NVQ Level 3 Playwork NVQ Level 3 Management
<b>Georgina Weeks</b>	BTEC Level 5 Advanced Practice
<b>Sophia Cully</b>	Level 3 – Supporting Teaching & Learning in Schools Level 2 – Children's Care Learning & Development
<b>Samera Ali</b>	BA Hons Early Childhood Studies Early Years Teacher Status
<b>Amanda Holbeck</b>	NVQ Level 2 - Children's Care Learning & Development NVQ Level 3 - Children's Care Learning & Development
<b>Lisa Moore</b>	NVQ 3
<b>Carrie McVeigh</b>	BA Hons Early Childhood Education & Care
<b>Maz Mahmood</b>	Children & Young People's Workforce Level 3 Supporting Teaching and Learning in School Level 3