

Parents Information & Contract



D0093OP 1-1Apr24

Little Pebbles @ Playfit Stonebow

Please keep this information to hand as it details important information relating to the policies and procedures affecting your child's place at our settings. A full version of our policies and procedures is available. Please ask for a copy.

Dear Parent,

Welcome to Little Pebbles

Thank you for considering Little Pebbles as your child's preschool. Our main focus is to prepare your child for school and beyond while having fun and providing a wonderful experience for both you and your child. At Little Pebbles, we strive to offer a quality, nurturing, and a productive learning environment for your preschooler.

Your child will have the opportunity to learn and play with their peers in a variety of different ways. Various activities, both teacher led and child initiated, will allow for your child to grow into an independent preschooler. Children will have the opportunity to take part in a variety of sports and dance activities delivered by professional instructors. The setting manager and the team will also be organising various activities to keep the children occupied and engaged. Every day there will be a 'Things we have done today' sheet on the parent's notice board. This will list the activities children have had the opportunity to be involved in and the food they have had for snack and tea.

Our curriculum is based on different themes or areas. We will spend a week (or more) on a particular topic. Some topics covered throughout the school year include water, seasons, holidays, shapes, and many more! This approach will allow us to spend a great deal of time on different projects, reading, and play related to each topic. When appropriate, special activities will be incorporated into our day (special snacks, visitors, activities etc...).

We are looking forward to working with you and your child during the upcoming school year! Communication between school and home is extremely important to each child's success so we encourage you to contact us at any time if you have any concerns regarding your child. We know that choosing a preschool for your child is a very important decision for the entire family. We have additional information available at our website, www.playfitkidsclubs.com to further assist you in your decision.

We look forward to hearing from you and hopefully working with you and your child this upcoming school year!

Kirsty Mackey
Director
07817 641026

The Staff Responsible for Your Child

Sarah Neale is the setting manager and deputy designated safeguarding lead. Sarah manages the day-to-day running of the setting.

You can contact Sarah or the setting directly on **07581 623363**, or littlepebbles@playfitkidsclubs.com, alternatively you can go into the setting.

Contact the manager if you need to change or cancel your child's day(s)/place, need to report your child absent, are going to be late to collect your child, have a suggestion that would help us improve, or have a complaint.

In the event that you cannot contact the above please contact **Kirsty Mackey** on **07817 641026**, kirsty.mackey@playfitkidsclubs.com **Kirsty Mackey** is the Registered Person and designated safeguarding lead, in overall control of all PlayFit Settings.

Mollie Hall is responsible for all billing queries please Contact Mollie if you need to discuss payment of your fees, would like further information concerning Working Families Tax Credits or Childcare Vouchers.

You can contact **Mollie** on **07860 953760** or billing@playfitkidsclubs.com

Playwork Staff at the Setting will be involved with nearly all of the activities taking place. You can speak to Playwork Staff directly at the Setting.

All Playfit employees and any person who comes into contact with the children at the setting has a statutory responsibility for safeguarding children. All employees have undertaken the relevant safeguarding qualifications and are competent at responding, reporting and recording any concerns.

Toys & Games

Our Preschool is well equipped with age appropriate toys for all children to play with throughout the day. We ask that children do not bring toys from home. If a child does bring a toy to school, it will be left in their bag for the day. Please know that the Preschool is not responsible for lost or broken toys brought to school.

Fire Drills

Law requires that we complete monthly fire drills. Fire drills may occur at any point during the day and will include a minimum of one morning and afternoon session. Because of this, students must keep their shoes on at all times.

Behaviour

Our pre-school believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

Aim

We aim to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment.

Methods

Your child's Key person will have responsibility for issues concerning behaviour.

We require each key person to:

- Keep themselves up to date with legislation and research and thinking on handling children's behaviour;
- Access relevant sources of expertise on handling children's behaviour; and
- Check that all staff have relevant in-service training on handling children's behaviour. We keep a record of staff attendance at this training.

We require all staff to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.

We require all staff to use positive strategies for handling any conflict by helping children find solutions in ways which are appropriate for the children's ages and stages of development- for example distraction, praise and reward. [Volunteers and students should seek advice from senior staff before dealing with an incident].

We familiarise new staff and volunteers with the pre-school behaviour policy and its rules for behaviour.

We expect all members of the pre-school – children, parents, staff, volunteers and students – to keep to the rules, requiring these to be applied consistently.

We praise and endorse desirable behaviour such as kindness and willingness to share.

We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

We recognise that codes for interacting with other people vary between cultures and require staff to be aware of – and respect – those used by members of the pre-school.

When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.

We never send children out of the room by themselves.

We never use physical punishment, such as smacking or shaking. Children are never threatened with these.

We do not use techniques intended to single out and humiliate individual children.

We only use physical intervention, such as holding to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of the director and are recorded in our Incident Book and a physical intervention required form. A parent is informed on the same day and signs the Incident Book and physical intervention form to indicate that he/she has been informed.

In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.

We do not shout or raise our voices in a threatening way to respond to children's behaviour.

We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development – for example by distraction, discussion or by withdrawing the child from the situation.

We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key person. We work with parents to address recurring unacceptable behaviour, using observation records to help us to understand the cause and to decide jointly how to respond appropriately.

Parents are asked to communicate with all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

In order to support a safe and peaceful environment, we will not tolerate any of the following from parents/carers:

- Using loud or offensive language, such as swearing.
- Displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to any member of staff.
- Damaging school or personal property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about staff, proprietors or other parents on social media sites.
- Racial abuse
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to chastise them.
- Entering the setting without authorisation

Food & Drink

All of our food and drink has been carefully selected to offer a balanced and nutritious menu. An early morning snack is provided. Those children who attend the afternoon session will be required to bring a packed lunch. Please inform the preschool of any allergies that your child has, this should also be completed on our registration forms. Please note we are a **nut free** setting.

We have 2 snack menus that rotate on a weekly basis. Our menus are displayed on the Parents Information notice board.

Outside Play

We will play outside in our dedicated outdoor garden area throughout the session and we have access to a large playing field which will also be used (when not in use by the children attending the host school) y , this includes during the winter. In cases of extreme weather (thunderstorms, heavy rain/snow) we will have our playtime inside. Since we will be going out during the winter months, each child must have proper clothing with them. These items include winter jackets, boots, gloves, and hats.

Clothing

We ask that you send a complete extra set of clothing to school. We will keep each child's clothing labelled with their name at school in a storage box or backpack. Please do not bring items in a plastic bag because it's a choking hazard. In the event that a child needs to use the extra clothes, we will send the clothing home and ask that you replace whatever the item was.

Illness

If your child is mildly ill, suffering from a cold, an ear infection, or low grade fever, or any other illness that does not pose a threat to any other student at school, they may still attend school. Mildly ill children are able to participate in regular activities with minor accommodations such as more quiet time or special foods to eat. In the event that a child becomes ill during school hours, the parent/guardian will be notified by the school. If the child is vomiting or showing signs of infection, rash, diarrhoea, or a persistent fever the parent/guardian will be asked to pick the child up from school. The child must remain out of school until their symptoms clear and they are fever free without medication for at least 24 hours. If your child develops a contagious illness (such as pink eye, strep throat etc...) please notify the school so that we can send a memo home to parents that their child has been exposed to the illness.

Dropping off and Collecting your Child

Mornings can be a very busy time for both children and parents. Each morning, as children arrive, they will be greeted by the teachers and begin to put their belongings on their pegs (labelled with each child's name). After each child has put away their belongings, they will participate in free indoor playtime. This allows children to begin the day and prepare for upcoming activities while all children arrive at the setting. This also allows for teachers the time to speak with parents or address other issues that may arise during the morning (change in pick-ups or special directions from a parent).

Just like drop-off, pick-up time is also a very busy time! For the safety of all children, it is necessary that at least one teacher is aware of who each child is leaving the setting with. If for some reason, your child needs to be picked up by someone that is not listed on your approved pick-up list, we will need a note in writing. In emergency cases, we can accept a phone call. We know that this may be an inconvenience to you at times, but the safety of all children is our first priority.

During school hours, drop off and collection of the children at pre-school will be through the host schools main reception gate, located on Stonebow close. Your child's teacher from pre-school will be there to greet you and your child at the specified drop off and collection times. Should you arrive a few minutes before these times, please use the intercom system and a member of the school's reception team will unlock the entrance gate for you to access a dedicated waiting area. Our pre-school main entrance door will be locked at all times for the safety of the children and access to visitors will only be permitted with a member of the pre-school teaching staff.

If you need to pick up your child earlier on a particular day, please let one of the teachers know or write a note to be sent to school so we are aware of this. You are required to collect your child no later than the time you have selected unless notifying us otherwise. Please ensure that you notify the setting and provide a collection password for authorised persons collecting your child other than yourself.

Your Childcare Place

If for any reason your child is unable to attend the setting it is vital you inform us in advance. Please contact the Setting Coordinator.

Regular Bookings

1. If you have regular, stable requirements for childcare (i.e. same day(s) each week) you can obtain a guaranteed place on the days and times you require by completing a 'Tick Sheet' (see attached).
2. If your childcare needs to change due to shift patterns etc, but you are able to commit to at least 10 sessions per term, please book these in advance.
3. Should you wish to add additional care to your regular needs your monthly direct debit will be adjusted accordingly.
4. Should you wish to cancel a single session 48 hours notice is required to avoid being charged.
5. Four weeks notice is required to cancel a child's place or reduce the number of sessions they are attending.

Ad-hoc Bookings

1. No more than 9 sessions can be pre-booked in this way during any one term.
2. 48 hours notice of cancellation is required. If you cancel within 48 hours you will continue to be charged for the session
3. This is not a guaranteed service and is dependent on availability

Sickness

If your child is absent due to sickness or holiday, all fees are required in full to maintain your booking. The charge of fees is for your place and not attendance.

Please notify the club manager at your earliest convenience.

If our setting is forced to close and we cannot provide a service, we will credit all payments to your childcare account.

Childcare Charges

Term-time Charges

Monday – Friday, 9:00am-3:00pm, a packed lunch is required, includes drinks and snacks

Full Day (9am-3pm)	£35.00
Morning (9am-12pm)	£18.00
Afternoon (12pm-3pm)	£18.00

Other Charges

- Late collection will be charged at a rate of £6 per child for each 15 minute interval.
- Failed Direct Debits and Voucher payments will incur an administration fee of £15 for each occurrence
- Copy bills are only available from Setting Managers an administration fee of £5 is payable upon request of 5 bills or more.

Private Childcare Fees

Regular Bookings

- Fees are payable via Direct Debit and Childcare Voucher ONLY
Any customers paying via bank transfer will need to sign up to our variable direct debit system:
ParentZone (further information provided upon registration)
- This will be payable monthly over 12 months of the year.
- Invoices will be issued on the 15th of the month prior, these will be issued by the settings directly. Any invoice queries should be sent to the setting directly, Kirsty Mackey will be contacted if the setting is unable to address the issue.
- Direct Debit date is the 1st of the month in advance.
- Payments are due in advance, for example childcare for September will be payable on the 1st September.
- Payments are accepted via Childcare Vouchers but these must be in line with the 12 month payment schedule as detailed above. Payments required in advance.
- When an adjustment of sessions occurs your Direct Debit will be automatically adjusted taking into account payments already made and the new session arrangements. You will be issued with a revised bill.
- If a Direct Debit or Voucher Payment date is missed we will retry to collect the payment but in the event that this fails you will be charged an administration fee of £15.00.

- If invoices remain outstanding 2 weeks after the issue date the child place will be cancelled until payment is received.

Ad-hoc Bookings

- You will be billed weekly in arrears for ad-hoc bookings; the invoices are raised every Tuesday. Payment is then due on the following Friday
- Further bookings cannot be made until your payment has been received.

Voucher providers

We only accept a number of providers; however we are willing to consider registration for further companies. For further information please contact **Mollie Hall** directly at billing@playfitkidsclubs.com

More information about childcare vouchers can be found at: www.childcarevouchers.co.uk

Working Families Tax Credits

These may be able to contribute towards the cost of your childcare. Please contact HMRC for further information: <http://www.hmrc.gov.uk/leaflets/wtc5.pdf>

If you are claiming the childcare element of Working Families Tax Credit please retain the bill we provide you as proof.

Financial Hardship

Parents unable to meet the payment structure due to unforeseen circumstances should at their earliest opportunity to discuss their individual needs with Mollie Hall.

Non-Payment of Fees

Where fees have not been paid and we have not been contacted in advance we WILL follow this procedure:

- Notification of default payment will be issued
- A 5% late fee will be added to the outstanding balance
- Payment in full will be required within 7 days of notification being received.
- If your account is still in arrears 7 days after notification is received your Child's place will be suspended and a 5% late fee will be added to the outstanding balance
- Avoidance of payment WILL result in enforcement proceedings

Making the Setting Better!

We welcome any suggestions you may have aimed at improving your child's experience with us. Please have a chat with a member of staff, or feedback via our website www.playfitkidsclubs.com with your comments.

If you have a complaint:

1. Contact **Sarah Neale** and discuss.
 - a. If a resolution is not found
2. Complete a complaint form (available from the Setting) and return to the Setting
 - a. The complaint will be fully investigated and a written response provided within 15 working days
 - b. If you are dissatisfied with the response, inform Sarah Neale.
3. Your complaint will then be passed to **Kirsty** who will adjudicate the case and provide a written response within 15 working days.
4. If you remain dissatisfied you can submit a complaint to OfSTED (Tel. 0300 123 1231) by quoting our OfSTED number: **EY442996**

Thank you for choosing PlayFit Kids Clubs