

# Borras Park Full Day Care Provision



# Parents Information Handbook

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Registered Charity Number: 1179617

Welcome to Borrás Park Full Day Care Provision. We understand that this is all new to you, and to your child, so we thought it would be helpful to explain the procedure.

Borrás Park Full Day Care Provision is a registered charity run by a Committee of Trustees and is based mainly on the Foundation Phase site at Borrás Park Community Primary school, although when numbers increase in the Spring and Summer terms we are located in different rooms on the Foundation and KS2 sites.

Borrás Park Full Day Care Provision provides a 'wrap around' service for Parents who would like additional child care facilities for their child outside their normal hours of education. Parents use this service if they are working and need child care after the normal school hours or if their child attends Nursery Education in the school building for part of the day (12.5 hours per week). Previously this may have been provided by your private nursery or a child minder.

Borrás Park Full Day Care Provision is staffed separately from the school, and although some members of staff do work in both settings they are funded by the charity.

The Trustee Committee is a voluntary group with nominated Responsible Individuals who oversee the provision on behalf of the charity. Trustees are displayed on the notice boards in all settings. The Manager runs the setting alongside the Deputy Manager on a day to day basis.

We are registered for 71 children from the ages of 2 and a half to 12 years old. The number of places in our service is limited by CIW regulations governing adult:child ratios and by the terms of the registration of the service.

### **Mission statement**

To develop a service which provides opportunities and experiences that allow children to develop creatively, socially, intellectually, physically and emotionally.

### **Aims and goals**

Our primary goal is to ensure that we provide the highest quality childcare which is both accessible and affordable. In our setting we pay attention to detail in everything we do, underpinned by our broad knowledge and experience and our quality planning.

We want your child to leave our setting with confidence and skills to help them meet the challenges that lie ahead in school and beyond. We believe this is a joint effort between ourselves and you as parents and to that end we will promote the right environment for that partnership to succeed.



### **Special features**

One of the most notable features of our setting is our 'wraparound' facility. We offer a full wraparound service to parents from Early Education (3yr olds), Nursery plus am and pm sessions (3-4 yr olds), After school club (3-12 yrs) and Holiday club (3-12 yrs). Where there is space we also offer play group sessions for half day or full day sessions.

We have a very highly qualified team with all of our staff holding (or working towards) a minimum of NVQ Level 3, 4 or 5 in Childcare.

The main language in all our settings is English although we celebrate our Welsh culture and embrace other multi-cultural activities.

We also offer the Welsh Government 'Design to smile' tooth brushing for play group and Early Education children.

We help support children and provide advice to parents with potty training.

We provide healthy and nutritional snacks following the Tiny Tums guidelines. Children attending Nursery Plus Wraparound care will have snack provided in their daily rate of pay. However we ask for £1 a week towards the cost of the snack for children accessing Early Education.

The children are offered milk or water with every snack and they have access to water throughout the day. If children have any allergies we will accommodate them.

### **Setting organisation**

Nursery plus only accepts children who are registered to attend the school's Early Years Unit or Early Education.

A parent/guardian must complete a registration form before a child can be accepted into the service. It is the responsibility of the parent/guardian to ensure that the services are informed immediately of a new contact number and or change of address.

Children who attend Nursery Plus will be taken over to the setting or to their class every day by a member of staff.

Children must be collected from the other services by their parent/guardian or other named persons on the registration form. Children will not be allowed to leave with older siblings unless specific permission has been given and written consent obtained.

## Nursery plus and Play group

From September to January Nursery Plus sessions operate in the main building on the Foundation Phase site of the school. We are open from 9am till 3pm offering wraparound childcare for either morning or afternoon Nursery children for the other half of the day.

Children who attend Nursery Plus need to be dropped off at the rear of school at the back gate of the adjacent Nursery Plus building where staff will be there to greet you.

If they are attending a morning Nursery session in school they will be picked up from school by our Full Day Care staff and taken to Nursery Plus for their lunch after the morning session in school. They can then be picked up from the Nursery Plus building at 3 O clock or alternatively from After school club if your child needs to stay beyond the end of the session.

If they are attending the afternoon session in school then they will need to be dropped off at the back gate of the adjacent Nursery Plus building where staff will be there to greet you in the morning. They will eat their lunch in Nursery Plus before being taken to school for their afternoon session. They can then be picked up from their classroom door at 3 O clock.

From January to July, the morning Nursery Plus session operates in our other setting on the KS2 site (adjacent to the Doctor's surgery). Children who attend the school breakfast club will be dropped off at the breakfast club on the Foundation Phase site and escorted up to the setting through the back of the school by two members of staff. They will then be escorted back to school by two members of staff.

Parents who do not use breakfast club will drop off their children for the morning Nursery Plus session at the gated entrance adjacent to the Doctor's surgery.

We aim to use the forest school at least once a week. Outside play is always encouraged and the outdoor classroom is open for free flow activities throughout the year.

Children who attend Nursery Plus in the morning will need to provide their own lunch from home or they can purchase a school dinner at a cost of £2.40 per day.

**PAYMENTS MUST BE MADE IN ADVANCE FOR SCHOOL DINNERS USING THE ONLINE SERVICE. THIS IS WREXHAM COUNCIL POLICY.**

## **Early Education**

Early Education sessions commence in January subject to parents completing an application form on Wrexham council website:

[https://www.wrexham.gov.uk/english/education/admissions\\_index.htm](https://www.wrexham.gov.uk/english/education/admissions_index.htm) and having their place confirmed by the Local Authority in November. Early Education is statutory Education for 3 year olds and the beginning of the Foundation Phase. It is based on play based experiences which develop skills following the Welsh Government Foundation Phase Framework.

Early Education is available for two terms for children who have their third birthday between September and December, and one term for those children who have their birthday between December and March/April

Early Education children have qualified teacher input in Spring and Summer Term and they are inspected by both ESTYN and CIW.

Early Education sessions run daily from 9 to 11am. There are two intakes, one in January and the second after Easter.

Early Education sessions operate in the main Nursery Plus building situated on the Foundation Phase site of the school.

We do offer a breakfast club for Early Education children which is separate from the school breakfast club. This is subject to demand and is available at an extra cost of £2.00 per session. The breakfast club opens for Early Education children from 8am and will close doors at 8.45am in readiness for the morning session.

Snack is provided at a cost of a £1 a week and needs to be paid in advance at the start of the half term.

## **After school club**

The After School Club can cater for up to 56 children per day. After school club runs from 3pm till 6pm and is available for children from the age of two and a half to the age of 12.

Bookings must be made in advance via our online booking system and can be made up until 2pm on the required day if space is available.

A member of staff will collect the children from the KS2 site and bring them down to the After School club. Children who are also attending any club after school will be collected and brought down to After School club.

After school club provides a drink and a variety of healthy snacks.

### Holiday club

Holiday club must also be booked via iPAL.

**Payments for Holiday Club are refundable if 48 hours' notice is given.**

We run the Holiday Club in the school hall on the Foundation Phase site and are open from 8am to 6pm. We offer full day and half day sessions.

During Holiday Club we have themed weeks with all activities planned around the theme.

Holiday club is run in a relaxed environment with lots of fun and activities.

Children who are attending the morning or full day sessions will need to bring their own packed lunch from home. We do not offer a cooked meal during the holidays.

Children who attend between 8 am and 8.30 am will be offered cereal and a drink; we then offer a snack in the morning and snack in the afternoon for the children.

Water is offered throughout the day.

We also offer holiday club on school training days.

### Opening times and costs

| Session                        | Days                                | Times                                 | Cost   |
|--------------------------------|-------------------------------------|---------------------------------------|--|
| Nursery plus<br>Age 3+         | Monday - Friday<br>(term time only) | 9.00am till 12.30<br>11.30am - 3.00pm | £12.00 per session   |
| Play group<br>Age 2.5+         | Monday- Friday<br>(term time only)  | 1.15pm till 3.15pm                    | £10.00 per session   |
| After school club<br>Ages 3-12 | Monday- Friday<br>(term time only)  | 3.00pm-6.00pm                         | 3-4pm= £3.50<br>3-5pm = £5.00<br>3-6pm£6.50                |
| Holiday club<br>Ages 3 - 12    | Monday - Friday                     | 8.00am- 6pm                           | 8am - 1pm £10.00<br>1.pm - 6.pm £10.00<br>8am - 6pm £20.00 |

All services close for bank holidays. There is no Holiday club during Christmas holidays.

## Methods of payment

### Nursery plus/playgroup

Payments must be made in advance via our online booking system. Payment may be covered by vouchers or by the funded Welsh Government free 30 hours childcare scheme if you are eligible to apply.

**Payments for sessions not attended in Nursery Plus are non-refundable.**

### After school club

After school club bookings are made via our online booking system, bookings will be taken without a payment. **Payments for After School Club are non-refundable, but if 48 hours notice is given for a cancellation you will be credited.**

### Holiday club

Bookings can be made via our online booking system by selecting the 'Holiday Club' tab, no bookings will be taken without a payment. **Payments for Holiday Club are refundable if 48hrs notice is given.**

**Please let us know if you intend to use your 30 funded hours for specific holiday weeks so we can plan staff to meet the correct ratios. These weeks need to be booked in advance.**

We are registered with various childcare voucher schemes. If your employer is a member of any of these schemes and you would like to pay by this method, please let us know. You will need to let your employer know as soon as possible so that they can make the necessary arrangements.

We are registered for the 30 hours free child care offer. Parents can use this offer subject to successful application via Wrexham council website. Please speak to the Manager if you need more information on this offer.

**\*\*\*Please note: If you intend to take a holiday during term time your child will not be funded for those sessions by the Government funded 30 free hours Child care scheme. Therefore if you wish to secure your child's place for those sessions you will be billed in advance or risk forfeiting your child's place for the remainder of their time in the setting.**

**N.B. One month's notice will be given prior to any price increases.**

## Staffing

All of our services have a core of permanent staff all of whom hold first aid certificates. All staff undergo a strict recruitment and training process, incorporating thorough vetting of qualifications, experience, references, DBS checks and a trial

period in the setting to observe how they work with the children and other members of the team. All staff are trained in Assertive Discipline and positive Behaviour Management.

| Nursery plus                                    | After school club/ holiday club  |
|---|--|
| <b>Responsible Individual</b><br>Mrs J Jones    | <b>Provision Manager</b><br>Mrs Sarah Griffiths  |
| Mrs H Thomas Deputy manager/play worker Level 3 |  |
| Miss K Hegarty ( play worker Level3)            | Mrs S Robinson (play worker Level 3)   |
| Miss B Duffy (Play worker level 3)              | Miss K Hegarty ( play worker Level3)   |
| Mrs T Davies ( play worker Level3)              | Miss C Crawford (Play worker Level 3)  |
| Miss C Crawford (Play worker Level 3)           | Mr R Edwards ( Play worker level 2)  |
| Mr R Edwards ( Play worker level 2)             | Mrs S Parry ( Play worker level 3)   |
| Mrs S Parry ( Play worker level 3)              | Mrs S Rafique ( play worker level 2)   |
|   | Miss K Moore (play worker level 3)   |
|   | Miss B Duffy (Play worker level 3)   |
|   | Mrs C Legname - (Playworker and 1:1<br>Miss E Chidlow, Miss C Williams, Miss E<br>Hurst Dickson - Relief Playworkers<br>support) |
|   |  |

### Our ratios

Our staff: child ratios are extremely important at all times. We always ensure that the correct ratios are kept to at all times, and through most times of the day we exceed these minimum ratios

### CIW minimum staff ratio

2-3 years- 1:4 staff to child ratio

3-7 years- 1:8 staff to child ratio

8-12 years 1:10 staff to child ratio



The children's Act 1989 requires that a least 50% of the staff must be qualified to care for children. We ensure that all of our full time members of staff are qualified to a high standard.

Staff are always developing their qualifications and attend courses in areas of development and as required by CIW. All staff are first aid qualified, safeguarding trained, and have Food safety level 2.

### **Illness**

We ask that you do not send your child to the setting if they are sick. If we have to contact you because your child is unwell we ask that you respond immediately. We operate a 48-hour exclusion policy if your child has diarrhoea or sickness, as recommended by the Environmental Health Department. If your child has an infectious disease e.g. chickenpox, they need to be completely free of infection before they return. We will accept advice from doctors or NHS Direct.

If your child is prescribed anti-biotics and is well enough to return to the setting before the dose is completed, we will administer this for you. Please remember if a child returns to the setting before they are fully fit, they may infect other children, or catch another infection because their immunity is low. If your child is on a prescribed medication then we will be able to give this on your behalf, subject to you signing the medication consent form.

It is important that staff in any of our settings are informed if a child has been in contact with an infectious disease. **Only medicines prescribed by a doctor will be given in any of our services.** A form **must** be obtained and filled in from the school office before any medicines are given.

A list of communicable diseases and their incubation period is available via the website or from the main office.

If your child is asthmatic and uses an inhaler, then we will need a spare one, which is clearly labelled for the setting. We really do ask for your co-operation over sickness and hope that you appreciate this.

### **Accidents**

If your child has an accident whilst at our setting we will tell you what happened and what action was taken. You will be asked to sign the accident form .

If the accident is of a serious nature you will be contacted immediately. If your child has an accident at home we would advise you to tell us so that we are aware. You will be asked to sign an incident form to confirm where the injury occurred. Under the Child

Protection Procedures if a significant injury is noticed, then we have a duty to inform the Child Protection Officer. They will then instruct us as to how the injury is investigated. At all times we put the welfare of the child as our primary concern. We do hope that you will understand our position on this.

### **Parent partnership**

We have an open door policy here at Borrás Full Day Care Provision.

If you would like to discuss your child's progress with the Manager or members of staff then please feel free to talk to us.

We have now developed a Seesaw account and regularly post photographs and messages on it to let you see what your children have been up to.

Please feel free to message the Manager on Seesaw if you have any questions or queries, or call the school and they will direct the call through to us.

We also have a monthly newsletter for Nursery Plus and Early Education, informing you of what we are going to be doing and upcoming events

Throughout the year we will send questionnaires out to parents for feedback, ideas and comments.

If your child has misplaced any items of clothing please check our lost property box, which is situated in main Nursery Plus room or in a box in After School Club. We do ask if you could label all your children's items as this makes it easier for us to return them.

### **Key policies**

All policies are accessible via the website <http://www.borraspark-pri.wrexham.sch.uk/>

#### **Admissions Policy**

Nursery Plus only accepts children who are registered to attend the school's Early Years Unit, Early Education or Playgroup.

The After School Club is open to any child aged 3 - 12 years attending Borrás Park Community Primary School.

Holiday club is open to children who attend Borrás Park Community Primary School and also to children from outside the area.

A parent/guardian must complete an online registration form before a child can be accepted into any of the services. It is the responsibility of the parent/guardian to

ensure that the services are informed immediately of a new contact number and/or change of address.

For further information please see our Admissions policy on the website.

### **Additional Learning Needs**

The Additional Learning Needs policy embodies the principle of inclusive opportunity and education for all children. Children with Additional Learning Needs are defined as those children who may need specific support or a differentiated approach at some stage in order for them to achieve success. This also includes those who are designated as gifted children.

Borras Park Full Day Care Provision strives to provide a broad and balanced curriculum for all children irrespective of their protected characteristics. We are committed to the prevention of discriminatory practices, which we address through a number of inter-related school policies including the Additional Learning Needs policy, the Anti-bullying policy, the Assisted Places policy, the Inclusion policy and the Accessibility plan. All Full Day Care Provision policies reflect the relevant school policies.

We hope that your child will be very happy in our services and we have an open door policy if you wish to discuss anything with us.

For further information please see our Additional Learning Needs policy on the website.

### **Behaviour policy**

#### **Behaviour Management Policy**

A copy of the Behaviour Management Policy is displayed on the notice boards and on the website. We operate an Assertive Discipline approach and reinforce positive behaviour, whilst maintaining a calm, firm but fair approach

Good behaviour will always be encouraged, recognised and praised. Parents/guardians will be informed of serious incidents. Parents/guardians are expected to co-operate in encouraging good behaviour.

Persistent bad behaviour will be discussed with parents/guardians, and different strategies will be put in place to address the negative behaviours. We will work with parents to overcome problems but failure to comply may ultimately result in the eventual exclusion of the child from the service.

### **Complaints procedure**

A copy of the complaints procedure is available on the school website and Full Day Care Provision office and parent's notice board.

A copy is included at the end of this brochure, and on the Borrass Park Primary website.

### **Health and Safety Policy**

A copy of the Health and Safety policy is displayed on the notice board in the setting. Fire drills are held termly and regular risk assessments are carried out.

### **Privacy Notice**

As a setting we need to collect personal data about your child. We will use this data to provide appropriate care for your child and to contact you if needed. We will not use the data for marketing. If we need to collect information from you for any other purpose we will notify you. We also take photographs of your child during their time at our setting. These photographs will be used to document and celebrate their achievements. These may be published on our associated school website, seesaw and twitter accounts. A consent form on how our setting uses photographs is distributed to all service users. A copy of the setting's privacy policy is also given to all service users

### **Full Day Care Complaints Procedure**

Our Full Day Care Provision aims to provide a high quality, efficient and accessible service to parents/carers and children. We constantly strive to improve our service. However, if a parent or child feels they have a complaint against some aspect of the provision or an individual member of staff, it is hoped that the concern can be resolved as soon as it occurs. If this is not possible, then the following procedure should be followed;-

#### **Informal Stage**

Initially speak to the Manager. If you prefer to do this outside normal Full Day Care hours, please arrange a convenient time. The Manager will make every attempt to resolve the matter.

#### **Stage One**

If your complaint is still unresolved, please make it formally in writing, to the Manager, stating names, dates and full details.

Your complaint will be acknowledged and fully investigated by the Manager within 14 days. If there is any delay you will be advised of the reasons. Your complaint may be

referred to the management committee in order to make further recommendations of action to be taken. You will be kept fully informed about what is happening and receive a full reply.

A copy of the response you receive will be copied to the staff members concerned along with the recommendations of action to be taken.

### Stage Two

If the complaint is not resolved to the satisfaction of any party involved it will be referred to the Trustee Committee for further consideration.

### Stage Three

If you feel that your complaint has not been dealt with satisfactorily please contact:-

Care Inspectorate for Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ  
0300 7900 126  
[cssiw.north@wales.gsi.gov.uk](mailto:cssiw.north@wales.gsi.gov.uk)