



Us in a Nutshell

We are a holiday club childcare service offering supervised care and fun activities from 8am-6pm throughout the school holidays for children reception aged -12 years. We pride ourselves on not just being 'another sports camp' but providing a real variety of activities for children to partake in. These include activities that our own staff lead and also external professionals who come in to lead exciting sessions and workshops!

Some of the activities we offer:

- Fun group games
- Sports
- Arts & Crafts
- Outdoor activities
- Theatre/shows
- Cooking
- Board Games
- Construction
- Science

Some of the external activities we offer:

- Scooter sessions
- Fencing
- Dance/Cheerleading
- Athletics
- Specialised cooking
- Archery
- Martial Arts/Parkour
- Circus skills
- Science workshops...and so many, many more!

Our Ethos:

Our club is child led, meaning the children decide the schedule for the day by choosing from our selection of activities and resources. Play in Hallam endorses an active brand of play, meaning that no games consoles will be available. We believe in going the extra mile, expanding on your child's ideas and ensuring that their views and opinions count.

Useful Information

Play in Westbourne

Held at: Westbourne Junior School

Address: Ashdell Road, Sheffield, S10 2QQ

Contact - 0800 047 6523

Website - www.playinltd.com

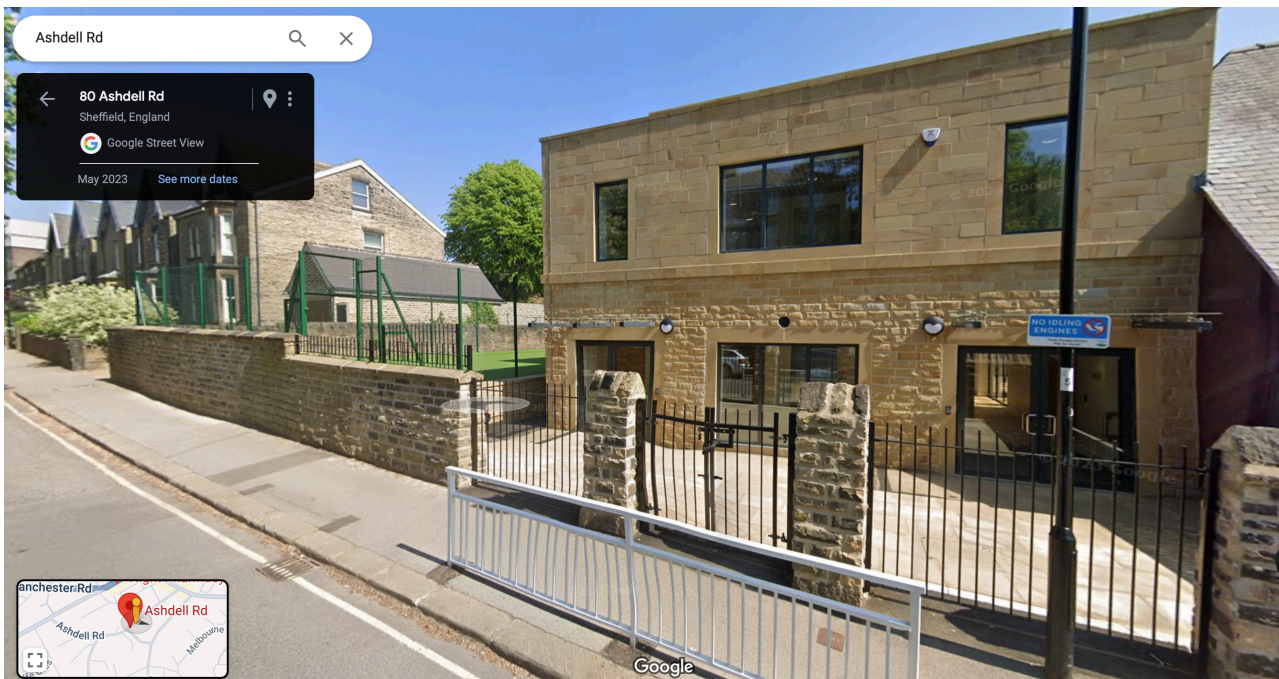
Email - info@playinltd.com

The Play in Westbourne entrance

The entrance:

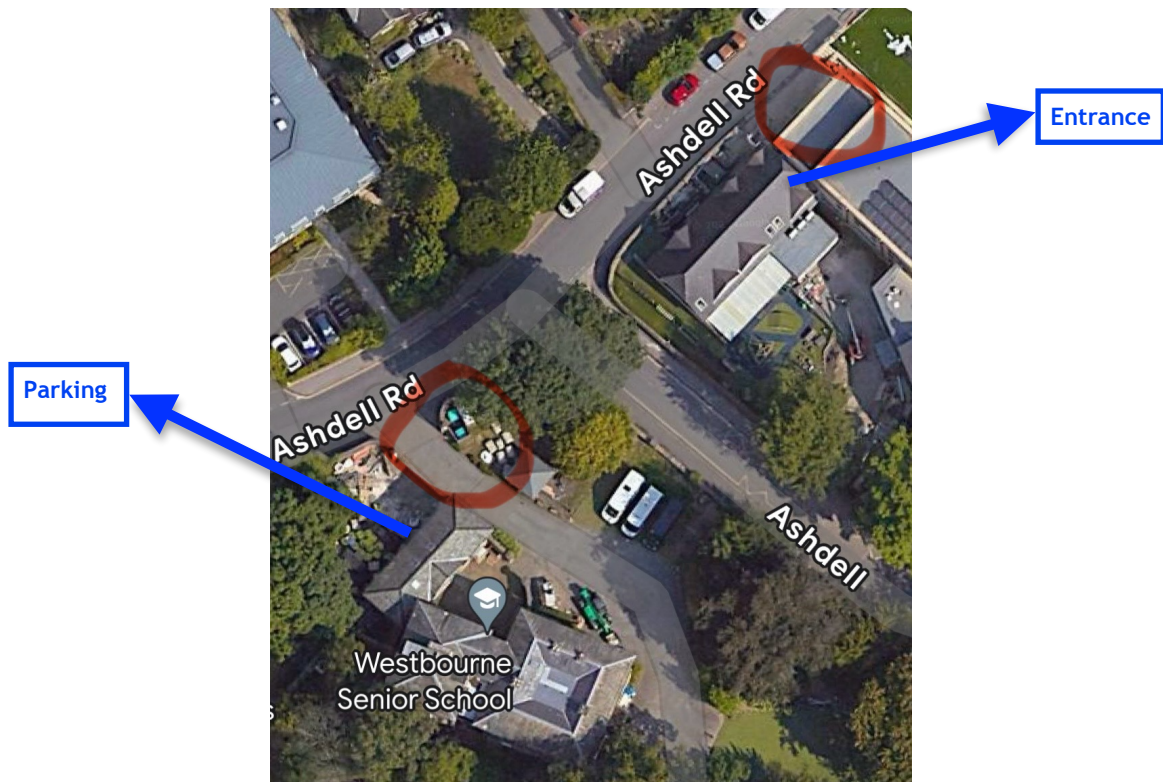
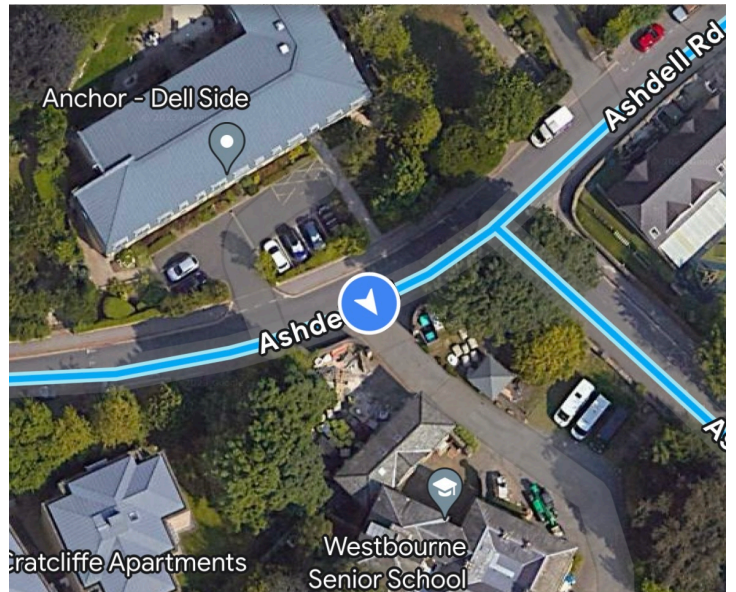
Coming off Glossop Road onto Ashdell Road and driving up to where the junior school is, you will see this entrance gate. You can park outside the entrance, but it is paid parking after so long. We would recommend using the Senior School car park which is just up the road past our entrance.

Please ring the number on the gate and someone will let you in.



The Play in Westbourne Junior Car Pack

The car park is situated in the Senior School car park at Westbourne School. Coming off Glossop Road onto Ashdell Road and drive up to the Senior School car park on your left.



Prices:

Fees are charged per session at a fixed fee of £40 per session. All fees are paid when you book online by credit, debit card or childcare vouchers/GOV-TAXFREE. We do not accept cash or cheque.

Cancellations:

If you wish to cancel a place this must be done in writing via e-mail. Cancellations made 30 days before the booking will be fully refunded. Cancellations between 8 and 19 days before the booking will be subject to a 50% cancellation fee and the remainder will be refunded to you by the original payment method. Cancellations made 7 day or less before the booking will be none refundable.

Cancellations days cannot be credited to another holiday club period. However if able we will swap the days to another date within that holiday period. Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you are having difficulty paying fees, please email.

Changing your Booking:

Where able we will change a booking like for like (subject to availability) at no extra charge if given 2 weeks (14 days) notice before your child's first day. We will always advise you of the most cost effective way to amend your booking. Please e-mail or ring in order to request these changes.

Drop off and Collection:

The club is open from **8am-6pm**. Feel free to drop your child off and collect them at any time in between these hours. The club closes at 6pm, if for any reason you are delayed and will be later than this time, please contact the Play in Westbourne contact number to inform us. There is a late collection fee of **£5 for each staff member for every 5 minutes after 6pm** to cover the costs of the staff who are legally required to stay and supervise your child.

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Due time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child the staff and other children. Another child will usually be allocated to act as your child's buddy for the first few sessions. See our **Child Induction Policy** for more details.

Arrivals and Departures

A Daily register is taken when children arrive in our care, and you must sign your child in each day on arrival and out each day on collection. Also we ask for you to provide us with an emergency contact number for that day, in case we need to get in contact for any reason. We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in the morning and provide a password so we can confirm it is the correct person collecting. We will not release your child into the care of a person unknown to us without your authorisation. See our **Arrivals and Departures Policy** for more details.

The club is open from **8am-6.00pm**. Feel free to drop your child off and collect them at any time in between these hours. The club closes at 6.00pm, if for any reason you are delayed and will be later than this time, please contact the Play in Ltd contact number to inform us. There is a late collection fee of **£5 for each staff member for every 5 minutes after 6.00pm** to cover the costs of the staff who are legally required to stay and supervise your child.

If your child remains uncollected after 6:30pm and you have not warned us that you will be delayed (and we have been unable to reach you or any of your emergency contacts), we will follow our **Uncollected Children Policy** and contact the Social Care team.

Safeguarding and Child Protection

We are committed to building a 'culture of safety'. Safeguarding is everyone's responsibility who come into contact with children, anyone under 18 years of age. We will identify concerns early, provide help for children, promote children's welfare and prevent concerns from escalating. It is important that we all (including those who do not work directly with children) recognise the important role we play in protecting children, in which the children in our care are protected from abuse, harm and radicalisation.

Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and
- taking action to enable all children to have the best outcomes

We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding and Child Protection Policy**.

Equal opportunities

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

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

Special Needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all abilities, whilst working within limitations. Each case will be individually assessed to ensure everyone's safety. Our staff training programme includes specific elements relating to children with special needs. For more details on equal opportunities and special needs, see our **Equalities Policy**.

Key Person

We provide all reception aged children with a key person. The role of the key person is to help your child to settle in at the Club, and to ensure that our care is tailored to meet the individual needs of your child. If you have any problems, concerns or achievements that you would like to discuss with the Club, please speak to your key person in the first instance. If you ever need to access specialist support for your child, your key person will help point you in the right direction.

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see. We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers. The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in positive activities. The Club has procedures for dealing with unacceptable behaviour. We recognise that unacceptable behaviour can occur from time to time for reasons that are not always evident. We will try to be flexible in order to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

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

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected. Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and First Aid

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

Medication

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

Complaints Procedure

At Play in Ltd we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on the premises at all times. If you have any queries, comments or need to discuss any matters concerning your child or our setting, please feel free to speak to the Manager in private or email us directly.

The on site manager is responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Record** and a **Complaints Record** will be completed.

Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- Complaints about an individual staff member:
 - If appropriate the parent will be encouraged to discuss the matter with staff concerned.
 - If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter/e-mail within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's DSL, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding and Child Protection Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Play in Ltd at any time. Ofsted will consider and investigate all complaints. Any serious complaints Ofsted will need to be notified by the manager.

Intimate Care

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times. 'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care. Wherever possible, staff will not carry out intimate care unless absolutely necessary and will encourage the child to do it themselves, to avoid any unnecessary action from staff.

The child's parents will be contacted before any intimate care is given. Along side this the child themselves must give staff consent to assist them. When intimate care has been given to a child, staff will complete an **Intimate Care Record**. If the child refuses assistance then the on site manager will contact their parents to come and collect or change them. In each setting there will be at least one trained early years professional or on site management that will support the child. There will always be two members of staff present while giving intimate care support. One staff member assisting the child and the other in sight. There will not be two staff members assisting unless explained in the child's intimate care plan.

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis due to their age, ability or a medical condition we will ask parents to fill in an **Intimate Care Plan**. It is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents views on the number of staff providing personal care to their child will also be taken into consideration - some children may simply be unable to cope with more than one carer.

Missing Child

At Play in Ltd we are always alert to the possibility that children can go missing during sessions. If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing
- Staff will conduct a thorough search of the premises and surrounding area
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers
- Staff will continue to search for the child whilst waiting for the police and parents to arrive
- We will maintain as normal a routine as possible for the rest of the children at the Club
- The manager will liaise with the police and the child's parent or carer

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary. If the police or Social Care were involved in the incident, we will also inform Ofsted.

Mobile Phones

At Play in Ltd we have a strict Acceptable Use Policy, this covers all electronic devices with imaging and sharing capabilities, not just mobile phones and cameras for staff, children, parents/carers and visitors. We ask that all personal mobile phones be left outside of the setting or to be kept securely in the staff office.

Pledge to Parents

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

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

Preparing for Holiday Club

What to bring to the club:

- Healthy packed lunch with children's name on (including extra snacks if they require them)
- Water bottle with children's name on
- A bag of spare clothes (for personal accidents or in summer-water fights!)
- Weather appropriate clothes e.g sunhat/scarf/gloves for outdoor activities
- Sun screen if they have sensitive skin

What not to bring:

- Mobile phone/tablet/technological equipment or toys
- Cameras
- Valuable items
- Expensive/new clothes
- Money

What to wear:

The children at Play in Westbourne will be involved in a range of indoor and outdoor activities so we ask that you prepare your child for all weather conditions. Comfortable clothes appropriate for sports/games/the odd paint splash should be worn. On days where we provide certain extra

curricular activities we may ask for certain items of clothing to be worn or brought in, in order to allow your child to join in.

Suncream:

Please apply sunscreen on your child prior to bringing them to the club. Even when it isn't sunny, the UV rays can be strong and therefore suggest you do this even if it is not a sunny day. We ask you to sign a consent form as part of the registration pack for us to apply sunscreen to your child, but if they are sensitive to certain sunscreens we suggest that you bring sunscreen to the club. Ideally if you apply sunscreen which provides all day protection prior to your child coming to the club, that would be much appreciated.

Food: packed lunches and healthy snacks

For the children's main meal we ask for parents to provide a healthy packed lunch with the child's name on. If you would like to include extra snacks within this for your children, feel free to do so. We promote healthy eating within the club, we kindly ask parents to stick to our healthy eating policy by providing healthy meals and snacks. If we feel the pack lunch is unhealthy we will have to raise this concern with parents during collection.

PLEASE BEAR IN MIND THAT WE DO NOT HAVE ANY REFRIGERATION FACILITIES TO STORE PACKED LUNCHES, therefore we ask for the lunch boxes to be self cooling or for parents to provide an ice pack to keep food fresh for food hygiene purposes.

Each day we will also provide healthy snacks in the morning and afternoon. These include:

- Crackers with healthy fillings
- Fresh fruit & vegetables

Fresh water will be available at all times.

NUT-FREE Zone:

We are a **NUT-FREE** and all packed lunches must **NOT** contain nut based products or anything that states may contain nuts. Indicating this is unsuitable for club consumption.

Packaging must be checked for:

- Not suitable for nut allergy sufferers
- This product contains nuts
- This product may contain traces of nuts
- This product was made in the same factory as

Staff will check lunch boxes each day and will ask children not to open/eat items that state any of the above on the packaging. This item will be replaced with a healthy alternative.

We ask parents to notify us regarding any special dietary requirements or allergies when they register their child. Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

For your Peace of Mind

OFSTED Registered:

Play in Westbourne is OFSTED Registered, which means that we need to keep to the highest standard of care. As we are Registered, we are able to accept child care vouchers, which allows parents to save money.

Staff/Safe Recruitment:

Play in Westbourne is run by highly qualified childcare professionals and experienced Play Workers. You can be assured that we follow a safe recruitment policy when employing staff (this can be seen in our Safe Recruitment Policy). All/relevant staff are:

- Fully Qualified Childcare Professionals
- DBS Certified
- Safeguarding trained
- Food Hygiene Certified
- First Aid trained

We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

Extra Curricular Providers

We have 2 Extra Curricular providers that come in each day apart from Fridays to provide fun and new activities for your child to try. These usually come for the am session between 10.30-11.30 and for the pm session from 1.30-2.30, but this can change from time to time depending on the providers. Please ask us on the day if you need exact times and we can let you know then. All the external providers that we use are DBS checked, I.D checked, have public liability insurance and are legitimate workshop providers for children. They will also never be left unsupervised with the children as at least 1 'Play in' member of staff will always be in the session.

Policies & Procedures

Please visit www.playinltd.com for a full list of our Policies & Procedures.

Data Protection

All information will be kept confidential in line with our **Data Protection & Privacy Policy** and our **Privacy Notice**.

Please refer to our club's Terms and Conditions or FAQ's on the website for any further information required. Thank you.

Privacy Notice

At Play in Ltd we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post where necessary, so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- Have a safeguarding concern about your child
- Are required to by government bodies or law enforcement agencies
- Engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- Have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- We will not be able to continue to care for your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

Contact Information:

Play in Westbourne

Westbourne Junior School
Ashdell Road
Sheffield
S10 2QQ

Phone - 0800 047 6523

Website - www.playinltd.com

Email - info@playinltd.com

Niala Haq

Special Education Needs Co-ordinator
Equalities and Inclusion Co-ordinator, Health and Safety Officer
Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person, Child
Protection Officer

OFSTED Registration Number: 2729665