

*Crawley Play Service*

# **Holiday Childcare**

## **Information and Registration Pack**

## **Introduction**

This booklet describes how our Holiday Childcare works and how places can be booked for children.

After a brief description of the service we detail our terms and conditions - please ensure that you read these carefully. Feel free to talk to us about any of the issues raised.

For your ease, the information you need is laid out in the following documents:

- This booklet explains the Childcare Service, Terms & Conditions & Contact details.
- Holiday Childcare Registration & Booking forms.
- Holiday Childcare Child Protection Policy & Procedure.

Once you have read this booklet, please make sure that you fill out the Play Care Registration Form, Play Care Booking Form to ensure your child/ren a place at Play Care.

# Crawley Play Service Holiday Childcare

We operate from Cherry Lane and Waterlea Adventure Playgrounds.

The aim of our childcare is to:

- Offer quality childcare for children aged from five\* to twelve years during the school holidays
- Support parents and carers by providing affordable, reliable and safe childcare.

*\*We can take 5 year olds from the 1<sup>st</sup> September following their 5<sup>th</sup> birthday. Please ask a member of staff for more information.*

Our experienced playworkers plan a varied programme of activities including active games - such as run-outs, hide and seek and adventure challenges – as well as art and craft activities. We also do cooking, play board games, and have lots of Lego, other toys and books.

Our wonderful purpose built playgrounds and buildings offer an unparalleled variety of play opportunities. Outdoors we have a huge space where children can play on the swings, climb on the structures muck about in the sand pits, hide in the trees and generally have an as active or as quiet time as they like. Inside we have more space for all sorts of fun and games – whatever the weather!

Our stimulating environment helps develop children's physical, intellectual, creative and emotional wellbeing. As well as being a lot of fun!

As parents and carers, you can have peace of mind that your child is safe in the care of our experienced playworkers.

Our playworkers are fully qualified and undergo full and enhanced Criminal Records clearance as part of Crawley Borough Council's Play Service. You can be assured that we have the experience to provide your child with a fun packed day in a safe environment.

Places cost £21.50 per day for a full session (**half session details below in Play Care Fees**) and include morning and afternoon snacks with an emphasis on healthy eating.

Due to the nature and individuality of the scheme, places are limited and early application is highly recommended to prevent disappointment.

When booking, either by email, or phone, an email address or postal address must be provided, and an invoice will then be generated and posted to you.

Payment of this invoice, must be received before your child attends. If payment is not received, your child's place is not secure.

No refunds will be given, once invoice has been generated.

Places will not be available on the day. Places must be booked in advance.

## **Childcare Terms and Conditions**

The terms and conditions have been written to make clear the rules and regulations of the scheme and to ensure parents/carers and children understand what they can expect of the service and what is expected of them.

If you have any questions please ask a playworker.

A completed registration form assumes acceptance of these terms and conditions.

## **What you can expect from us**

Our Holiday Childcare will operate from Monday to Friday between 8.30am and 5.30pm during school holidays – with the exclusion of bank holidays.

We will however only be offering a limited service during the Christmas half-term. Please ask a member of the Play Care team for more details.

We are an OFSTED Registered Childcare Provider and as such:

- All staff are approved and have undergone enhanced CRB checks.
- We provide a secure play environment based on the Playwork Principles where children are free to join in our organised games and activities or play with the toys and equipment available. We celebrate diversity because we believe that more difference means more possibilities and more fun and more games!
- Manage difficult behaviour appropriately:
  - On the whole the children who attend Play Care behave in a sociable and responsible manner. However there may be instances where a child can, for a number of reasons, behave in a disruptive manner. At these times Play Care staff will support the children and work with parents/carers to ensure that the behaviour is managed appropriately without ostracising the child or children. Information about Play Service policies is available on request.
- We have a duty not to disclose personal information to other agencies unless required by law.
- Parents/carers can examine records kept on their children.
- We can not accept children who are unwell or have an infectious disease. Children must be kept away for the complete isolation period. Examples include having a temperature, sickness, diarrhoea, or pains – particularly in the head or stomach.
  - If a child is taken ill parents/carers will be informed and asked to collect their child immediately.

## **What we expect from parents/carers and children**

Parents/carers are expected to complete and ensure that the information is up to date on the following forms:

- Registration form
- Booking form
- Medication form (if required).
- Cancellation agreement

Please ensure that you inform us of changes of contact details or other information.

Booking and payment conditions:

Bookings should be made at your chosen site by emailing [holidaychildcare@Crawley.gov.uk](mailto:holidaychildcare@ Crawley.gov.uk)

Alternatively please call 01293 438708 for more information.

### **Payment**

When booking, either by email, or phone, an email address or postal address must be provided, and an invoice will then be generated and posted to you.

Payment of this invoice, must be received before your child attends. If payment is not received, your child's place is not secure.

No refunds will be given, once invoice has been generated.

### **Our fees**

The cost of a full session (8.30am-5.30pm) will be £21.50 per day per child. The cost of a half-day session (8.30am-1pm or 1pm-5.30pm) will be £12.50. There will also be a discount available when siblings are booked upon the same scheme.

The second sibling will be charged £18.00 for a full session.

### **Session times**

Booked session times must be adhered to. We cannot accept children before their booked time.

Children must be collected before 5.30pm by the person named on the Registration Form. Any additional named person should use a pre-arranged password to collect children.

Parents are asked to provide:

- A bag with a change of clothes marked with the child's name
- Sensible clothing for playing, including footwear (the playground is an exciting place to play and sometimes children get dirty – older clothes are a good idea).
- A packed lunch in an appropriate container with an ice pack to cool food.

### **Behaviour**

A reasonable standard of behaviour is expected from all adults and children and an atmosphere of tolerance, trust and appreciation of each other's needs is fostered. The playworkers will work with children and parents/carers to ensure that challenging behaviour is managed appropriately. Parents/carers must be available to be called so that they can help support their child.

We respect and value the fact that children and adults are all different and ask children and parents to do the same.

### **Lost Items**

Our team accepts no responsibility for the loss or damage of any personal items that the child/ren may decide to bring on site.

## **Charges/late collection of children**

Aim:

- In the event that a child is uncollected, we will ensure that parents/carers, and/or authorities are notified at the appropriate stage, and that an appropriate level of care is maintained.
- To ensure that parents/carers can collect children in an emergency.

### **Stage one:**

15 minutes after the due time, the senior playworker on site (SoS) will contact the child's parent/carer to clarify the reasons for non-collection. If the parent/carer has been delayed, the SoS will ensure appropriate care until the child is collected.

If the SoS is unable to make contact with the parent/carer, they will proceed to stage two.

If this occurs during a Play Care scheme, additional charges may be applied.

### **Stage two:**

The SoS will contact the child's named emergency person. If the named emergency person is able to collect the child, the SoS will ensure appropriate care until the child is collected. The Play Service manager will then be contacted.

If the SoS is unable to make contact with the named emergency person, they will proceed to stage three.

### **Stage three:**

The SoS will contact the relevant Duty Social Worker to seek advice. The SoS will follow this advice and remain available to offer appropriate care until the child is collected.

There is a late collection charge of £5.10 per 15 minutes of lateness. Crawley Borough Council will pursue all unpaid fees through the County Court.

## **Changes to booked sessions**

Crawley Borough Council reserves the right to terminate a booking, with or without notice, for non payment of fees or misconduct of a parent/carer as deemed unreasonable.

## Refunds

No refunds are given, once invoice has been generated.

## Contact Information

This booklet was reviewed in February 2019. We are keen to know what you think of it and if you have any comments or suggestions.

Your comments are invited and should be forwarded to:

Thomas Frances  
Outreach Playworker  
[Thomas.frances@ Crawley.gov.uk](mailto:Thomas.frances@ Crawley.gov.uk)  
01293 438708

### Other useful contacts:

**OFSTED**  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Call: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)