

WYVERN CHILDCARE (Age 4-12 yrs) PARENTS INFORMATION LEAFLET

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About Us

- We provide a safe, happy, friendly, well supervised environment for all children to play, learn and develop within our Ofsted registered Holiday Childcare and out of school care (Ofsted Registration No. EY490565).
- After School Club runs from 3.25pm – 6pm for children who attend Fair Oak Infant School. The club is split into two areas – the Childcare main hall for year R & Year 1, plus Wyvern Windows mainly for children in Yr 2. Holiday Childcare runs most school holidays from 8.00am-6.00pm, with half day options - for 4-12 year olds (we accept 4 year olds in full time education & children up to their 12th birthday).
- Activities in all clubs focus on providing the opportunity of participating in a variety of activities to suit the age range of children attending. Activities include, board games, arts & crafts, construction, role play, outdoor games etc.
- The children who attend the After School Club provision are collected direct from the Infant School and escorted to their After School Club by our staff.

Payment and Booking Procedure

- Bookings must be made in advance. Payment for Holiday Childcare must be made at the time of booking.
- If you require additional sessions, please check availability first by contacting the Community Enterprise Office then send an email or written confirmation directly to the Community Enterprise Office at Wyvern (community@wyvern.hants.sch.uk) stating clearly the requested dates. Children cannot just turn up at club as we may not be able to accommodate them due to staff to child ratios.
- Under special circumstances parents may be permitted to swap a session at no additional cost during the month, provided we have places available and the request is made at least a week in advance.
- With the exception of Holiday Childcare - Invoices will be sent out at the end of each month, payment should be made within 14 days of the invoice. Before the end of each academic year, a booking form will be sent to you for the following academic year. Booking forms need to be returned to the Wyvern Community Enterprise Office by the date stated on the form. All payments must be made directly to the Community Enterprise Office, Wyvern College - cheques should be made payable to Wyvern Community Enterprise. Payments are also

accepted by debit/credit cards, or by bank transfer. Club staff are not permitted to accept any payments.

- If payment is not received by the requested date, children will not be accepted at the club, even if they are a regular member. We reserve the right to withdraw a place.

Cancellation

- We regret that refunds for cancellations cannot be made, except in exceptional circumstances.
- Sessions will not be refunded if notification is given at short notice of any children who are sick or absent. Sessions will not be charged if 7 days' cancellation notice is received.

Registration Forms

- A registration form must be completed in full, providing contact names, telephone numbers, children's doctor, allergy information, and special requirements including learning, emotional and behaviour difficulties. The club must be notified immediately of any change of these details, including changes to contact numbers should we need to contact you in an emergency. Children cannot be accepted in the club without a signed form.

Absences (For After School Club)

- If children are either absent or being collected direct from school, please notify the Wyvern Community Enterprise Office by email community@wyvern.hants.sch.uk by 3pm, only after 3pm please contact ASC direct on 023 8060 3203.
- For any other absence the club must be notified by 3pm. This is important for your children's safety. Please email commuinty@wyven.hants.sch.uk or telephone the Community Enterprise Office on 023 8069 2678, if after 3pm please contact ASC direct on 023 8060 3203.
- If children are attending school but will not be attending club, then it is the parents' responsibility to advise the club 24 hours before.
- If children are registered to be at the club but do not attend we will call parents, emergency contacts, and if no response we will contact the Social Services and Police.

Children Attending Other Clubs

- Parents need to inform the club if children will be attending school led clubs. Charges will apply from 3.25pm. Please note that Wyvern Childcare staff can pick up children at 3.25pm only. Please arrange for someone else to drop your child to After School Club at the end of their school club.
- If children attend non-school led activity e.g. after school and will be late to club, please complete a regular attendance of club's form and return to the Club Leader.

Collection

- Parents must sign their children out from the club on the register held by the Club Leader.
- You can collect your children at any time during the course of the afternoon, for Holiday Childcare, After School Clubs by 6.00pm. You will be charged for the whole session, as booked, even if you collect your children earlier.
- If you have a problem getting to the club on time to collect your children, then the parent must ring the club: Wyvern After School Club – 023 8060 3203, 023 8060 3221, Wyvern Holiday Childcare: - 023 8060 3203 / 023 8060 3221 to advise of the reason for the delay and make alternative arrangements for the collection of the children.
- If you make alternative arrangements for the collection of your children you need to notify the club, giving details of the person who will be collecting on your behalf and a known password, as supplied on your children's registration form.
- If a parent arrives late for any reason (i.e. after the pre-booked collection time), a late charge of £5.00 per quarter hour or part thereof will be incurred.
- If a parent is persistently late in collecting their child after 6pm on 3 or more occasions within one month - it may result in the child being withdrawn from Club. If a child fails to be collected from Club by 6pm the child's parent / main carer will be telephoned at 6.05pm. If a parent / main carer cannot be contacted, the Club Leader will use the child's emergency contact details to find an alternative designated adult. If a parent or other designated carer for the child cannot be contacted the Club Leader will telephone Children's Services to arrange for short term emergency care of the child.

Security

- Children will not be permitted to leave the club unaccompanied at any time.
- No mobile phones will be permitted to use at club.
- The security, health and well-being of our children are our first priority.
- All visitors must report to the Club Leader upon arrival and sign in.
- Any unauthorised entry will be treated seriously and may result in police involvement.

Photographs

- At times we may use cameras within the club - these images may be used for newsletters, our scrap book or on parent/carer notice boards or our website. We may also use the images for publicity or in news items to promote the club.
- There are signature boxes on the registration forms about this for you to indicate your preferences.

First Aid/Accidents

- It is important to realise that at times when children and young people are playing, "playground accidents" can happen. For this reason, we have staff that are qualified in administering first aid.
- Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting children from the club. In case of a more serious accident, the appropriate action will be taken and the parents will be informed immediately.

Illness

- If children are ill during a session, the parent will be contacted. If children suffer from an infection or infectious illness the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the club when they are fit. Please note that 48hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The club needs to be informed if children are not attending due to illness.

Child Protection/Safe Guarding Children

- We take our responsibility for child protection seriously. All staff are aware of child protection issues and recognises signs of abuse, as well as procedures for referring them to our Child Protection Officer who will make the necessary referrals to the local authority. We also have a child protection policy in operation.
- All of our staff working directly or indirectly with children and young people at the club has had an enhanced DBS check.

Snacks

- The club offers a variety of snacks, including fresh fruit, toast and spreads, cheese and crackers etc. Children have access to drinking water throughout the session.
- Any food allergies/dietary requirements etc must be informed at the time of booking.

Behaviour

- Whilst the emphasis of the club is on having fun and to enjoy a range of experiences, it is important to maintain a high level of behaviour for the safety and enjoyment of all. To this end, poor behaviour will not be tolerated. The definition of poor behaviour will be determined by the Club Leader and management. Examples of such behaviour include bullying, vandalism, excessive bad language, physical violence, abusive behaviour/language or anything that puts an individual or group at risk.
- A child exhibiting unacceptable behaviour will first be spoken too about their behaviour and given an opportunity to demonstrate an improved attitude. Unacceptable behaviour incidents are recorded and given to the child's parent to sign. If the behaviour continues the child may be withdrawn from the Club after three recorded Behaviour Incidents. In exceptional cases there will be no warning given, such as stealing or purposely causing harm to another.

- The management reserve the right to refuse entry to any participant at their discretion. There will be no appeal or refund of monies already paid.

Health and Safety

- All staff are fully trained in emergency and evacuation procedures.
- Emergency and evacuation procedures will be practised during the club's timetable.
- The staff of the club are responsible for completing daily safety inspections of the site and its facilities.
- All incidents will be recorded in the accident and incident log kept in the club.
- There will always be qualified first aiders available. First Aid point is located nearby.
- Serious incidents will be referred to the appropriate authorities.
- In warmer weather children should be provided with a hat, and are welcome to bring a change of clothes as some activities are outdoors.

Emergency Closure

- If the club is closed by the management at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes, etc a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents make the decision not to send their children. Community Enterprise Office staff will contact the parents, therefore please ensure that contact numbers are up to date on the registration forms.
- In adverse weather conditions please check on the local radio or the Wyvern website www.wyvern.hants.sch.uk or check the updated answerphone message on 023 8069 2678 for opening information.

Data Protection

- Any information held by the club on participants will be made freely available to them or their parents (proof of ID may be required). Information on other participants will be held in the strictest confidence.

Equal Opportunities

- The club is committed to equality of opportunity for all.
- We shall endeavour to enable children to adapt, if necessary, to interact socially and to have access to a broad and balanced range of activities.
- We are committed to provide the appropriate support where necessary to ensure integration.
- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.
- All staff will actively uphold the principles of our Equal Opportunities policy.
- We will regularly review our Equal Opportunities Policy and monitor its effectiveness.

Special Educational Needs

- We welcome participants with learning and physical needs.
- The club is fully equipped to manage a wide range of physical abilities.
- Every effort will be made to cater for those with special needs; where appropriate activities may be adapted.
- We will regularly review our Special Needs Policy and monitor its effectiveness.

Complaints Procedure

- If you have an issue or problem with any aspect of the club, in the first instance talk to the Club Leader on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact the Childcare Manager or Community Coordinator, Wyvern College, Botley Road, Fair Oak, Eastleigh, SO50 7AN or email community@wyvern.hants.sch.uk, or contact 023 8069 2678.

Waiting List

- After School Clubs parents will be notified of the availability of spaces on a first come, first served basis. Children who have attended the Nursery will have priority for the Year R spaces.

We trust that your child will have an enjoyable time in the club. We look forward to seeing them again in the future.

Contact Details & Pricing

Club Times	Price per child	Price per sibling
After School Clubs 6.00pm collection	£9.50	£7.50
Holiday Childcare Full Day 8.00am - 6.00pm	£25.00	
Holiday Childcare Half Day 8.00am - 1.00pm	£13.00	
Holiday Childcare Half Day 1.00pm - 6.00pm	£13.00	
Holiday Childcare Half Day 9.00pm - 3.00pm	£15.00	
Additional top up hour for 9 - 3pm (per day)	£3.50	

(Prices are correct at time of going to press, however Wyvern reserve the right to change the prices if required).

Key Contacts

Jayne Leonard
Julie Stradling
Helen Barber

Childcare Manager
Community Coordinator
Bookings and Payment Administration

Ofsted Registration No EY490565

Bookings and Payment Administration

Wyvern College
Community Enterprise Office
Botley Road, Fair Oak
Eastleigh, SO50 7AN
Tel: 023 8069 2678
Email: community@wyvern.hants.sch.uk
Website: www.wyverncommunity.co.uk

Office Hours

Mon-Wed : 9.00am - 5.00pm
Thurs : 9.00am - 9.00pm
Fri : 9.00am - 4.00pm
School Holidays: 9.00am - 3.00pm

Club Contacts

After School Club/Holiday Childcare - 023 8060 3203 / 023 8060 3221
Nursery - 023 8060 3221