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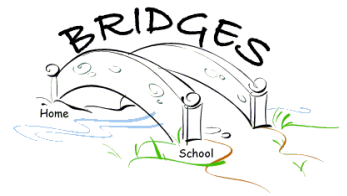
Email: childcare@hanwellfields.org

Website: <http://www.bridgeschildcarebanbury.org.uk/>

BRIDGES CHILDCARE

CONTRACT AND INFORMATION BOOKLET FOR PARENTS/CARERS

2016/2017



COMMITMENT TO QUALITY

Bridges aims at all times to provide high quality care for children. Bridges is committed to promoting Equal Opportunities and supporting children with Special Needs.

Quality is represented by:

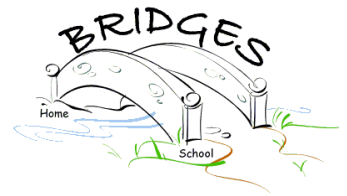
- The ethos of the school
- The staff who are responsible for the children
- The provision of a service which meets the needs of Parents/Carers and their children
- The resources, which are provided
- The experiences and learning opportunities, which are available to the children
- The management and organisation of Bridges
- Our ability to meet the requirement as set out in the relevant legislation

Our aims are:

- To provide high quality childcare at an affordable cost
- To work with Parents/Carers for the benefit of the children
- To organise a range of activities, experiences and learning opportunities which are appropriate for children 6-11 years old.

MANAGEMENT OF BRIDGES

Overall responsibility of Bridges is held by the Headteacher, Harry Wall and the Management Committee reporting to the Governing Body annually. The day to day management and organisation of Bridges is carried out by the Manager, Steve Nutt. Regular communication between staff all around the school takes place to ensure the best care is provided for the children attending Bridges all year round. You can now access Bridges own website that will have up to date information of term time and holiday activities at <http://www.bridgeschildcarebanbury.org.uk/>.



Bridges adopts all the policies of Hanwell Fields Community School and United Learning

EQUAL OPPORTUNITIES

Bridges fully supports equal opportunities to provide provisions for all children regardless of race, culture, sex, social class and disabilities wherever possible.

SPECIAL NEEDS CHILDREN

If a child with special needs registers with Bridges, staff will work alongside parents, teachers and inclusion team to offer support and guidance to help enable the child to have the same opportunities as other children of similar age wherever possible and appropriate.

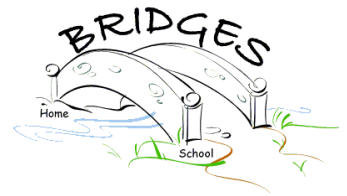
WHAT IS BRIDGES

Bridges is a childcare service which is a wraparound system primarily for children attending Hanwell Fields Community School during term time. Bridges is open to children Years 1-6 and offers breakfast and afterschool childcare. During school holidays Bridges is open on a first come first served basis to all and is open from 7.30am until 6.00pm. Times and dates of sessions required, to be agreed and allocated by the Manager or Senior Supervisor. **BOOKING IS ESSENTIAL** as places are limited.

Bridges is open between 7.30am to 8.30am and 3.15pm to 6.00pm term time.

7.30am - 8.30am - Breakfast Club (from 8.30am to 8.50am is Wakeup Shakeup)
3.15pm - 6.00pm - Afterschool childcare (Friday from 2.00pm)

Children need to be booked in advance on a termly or annually basis, therefore ensuring peace of mind to cover your childcare needs. Alternatively, on a weekly or more casual basis as and when required, subject to space being available. Please ring Bridges on 01295 269961 or the School Office on 01295 709583 no later than 6.00pm the day before childcare is required to check availability. You can also email childcare@hanwellfields.org for any changes or added sessions for your children.



IMPORTANT NOTE: Children can attend a supervised afterschool club and then come to Bridges after. However, please be aware that the fee for Bridges will still be levied as a place is held open for them from 3.15pm.

Bridges will be **CLOSED** week commencing 26th December and will re-open on Tuesday 3rd January on INSET DAY.

Please note late charges for collecting after 6.00pm. This is currently £6.00 for every 15 minutes, or part thereof.

CHARGES

Invoices are produced at the beginning of each month and will be sent out via email so please make sure your email addresses are stated and clear on the application form. All invoices are to be paid in arrears and settlement is required within the first 7 days of the month being charged for.

With the agreement of the governing body and Headteacher, Bridges will take action against persistent late payers. This action may include suspension of your child's place at Bridges.

Payments can be made by cash, debit/credit card (please note there is a charge for the use of a credit card), or alternatively via internet banking details of which can be found on the foot of your invoice. We currently use a various number of childcare vouchers.

A full charge is made for all absences, as your child's place has to be held open for them. Holidays taken during term time will be charged at full rate at £3.50.

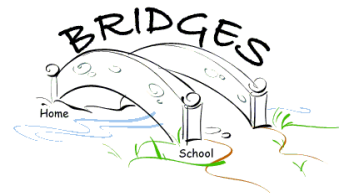
For all invoicing queries please contact Claire Birch on 01295 709583.

The charges are as follows:

Term Time:

£3.50 per hour (min time 1 hour)

For Breakfast Club the charge is £3.50 for 7.30am to 8.30am and £2.25 for 8.00am to 8.30am, however if you wish to drop your child off before 8.00am the charge will be £3.50.



Within the daily charge are the snacks and drinks offered every day. Breakfast is available for those attending breakfast childcare. Bridges also offers a hot Tea for children attending during term time only from 4.30pm which is included in the child care costs. And from 4.00pm on Fridays.

Holiday Care Club:

Package 1	-	7.30am to 1.30pm	£21
Package 2	-	7.30am to 6.00pm	£35.00
Package 3	-	9.00am to 3.00pm	£21
Package 4	-	12.00pm to 6.00pm	£21

Package 2 is equivalent to £3.50 an hour for ten hours of child care. This will also include a free hot Tea. In addition there will be a 10% discount on Package 2 if you are booking siblings in.

Sometimes Bridges organises outings for children attending throughout the school holidays. Where possible the cost of outings will be kept to a minimum charge, however at times there will be an entrance fee applicable and travel costs involved and we ask Parents/Carers to pay a nominal charge to cover these extra charges.

Within the daily charge are the snacks and drinks offered every day. Breakfast is available for those attending breakfast childcare. Bridges also offers a hot Tea for children attending past 4.30pm during holidays at 4.30pm which costs £1 per child extra, If not already booked in on package 2.

During holiday time ALL children attending Bridges must bring their own packed lunch.

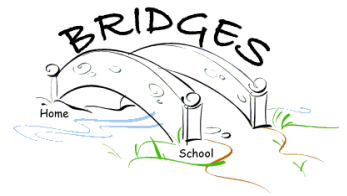
Please bring activity and weather appropriate clothing to all days.

ACTIVITIES

A range of activities will be available for the children at Bridges. A selection is listed below:-

Outdoor Recreational games
Computer Games
Craft Activities
Construction Kits
Stories/books

Table Top Activities
Creative Activities
Parachute Games
Puppets
Cookery



Outdoor games/activities
Trips out of School

Dance
National Trust Visits

SAFEGUARDING STATEMENT

At Bridges we are always alert to the care and needs of every child and believe that every child has the right to be safe. Our first concern is always your child's welfare. Bridges will follow the School's Safeguarding Policy and child protection. Any safeguarding concerns please report to Steve Nutt (Designated Safeguarding Lead) in the first instance and Harry Wall thereafter.

As part of this policy, discussions will happen between staff and parents of visible injuries on your child's arrival to Bridges care, this is to safeguard your child.

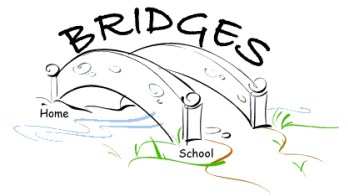
NON COLLECTION OF CHILDREN POLICY

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents/carers are made aware of our procedures so that, if they are unavoidably delayed, they will be assured that their child will be properly cared for.

Methods

Parents of all children are asked specific information which is recorded on our registration form; including:-

- Home address and contact telephone number - if the parent does not have a telephone number then an alternative number must be given, perhaps a close relative or neighbour.
- Place of work, work address and work telephone number (if applicable)
- Name, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Bridges. For example, a child minder, grandparents, adult family members or close friends.
- Who has parental responsibility for the child?
- Information about any person who does not have legal access to the child.
- On occasions when the parents are aware that they will not be at home or in their usual place of work, they must inform a member of staff of how they can be contacted. On occasions when parents or the persons

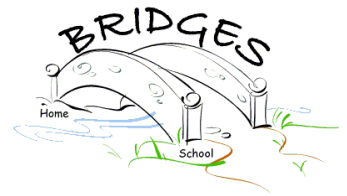


normally authorised to collect the child are not able to collect the child, they must inform a member of staff of who will be collecting their child given full details of who they are and all known contact numbers.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take backup procedures. We also inform parents that - in the event that their child are not collected from Bridges by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures.

If a child is not collected at the end of the day, the following procedures will be taken:-

- Staff will check for any notification of any changes to normal collection routines as notified by parent/carer. If no information is available, parents are contacted at home or work. If this is unsuccessful, then those adults who are authorised by the parent to collect the child from Bridges will be contacted. All reasonable attempts will be made to contact the parents or other nominated adults. We will not allow the child to leave the premises with anyone other than those named on the registration form.
- If no one collects the child after one hour and there has been no contact by the parent or any designated adult then we will apply the procedure for 'Uncollected Children' (Policy can be found on the school website)
 - We will contact the Local Authority Family Assessment Team - this should be the duty officer.
 - The child will stay at Bridges in the care of two fully-vetted workers until the child is safely collected by either the Parents or a Social Worker.
 - Social Workers will aim to find the parent or relative if they are unable to do so, the child will be admitted into care of the local authority.
 - Under no circumstances will staff go looking for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded on the child's file.



- Depending on the circumstances, we reserve the right to charge parents for additional hours worked by staff, along with the late fee charges.

HEALTH AND FIRST AID

Please do not send your child to Bridges when he/she is suffering from an infectious disease. If your child has had a sickness bug, please make sure your child is free from sickness for **48 hours** prior to returning to Bridges.

Minor accidents are recorded in the Accident Book, which parents are asked to sign and a copy of the accident report is given to Parents. If any hospital treatment is required then parents are always contacted after the emergency services have been called. A First Aider is in attendance at all times.

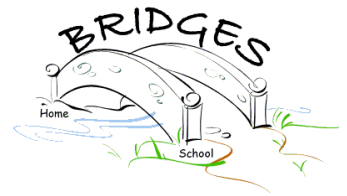
MEDICAL NEEDS:

Medication can be administered by a member of staff but only when an 'Administration of Medication' form is filled out. Copies can be obtained from Bridges or the School Office.

BEHAVIOURAL POLICY

We encourage the children, at all times, to learn good social behaviour from when the child starts at Bridges. We make sure that the child knows the rules of the Bridges Behaviour Card policy by explaining to them carefully and letting the child think about what has been said to them. We always find time to reward and praise a child's good behaviour. We encourage them to have good social behaviour at all times. If there is any anti-social behaviour, for whatever reason, we would step into the situation immediately and find out the reason for the disruption.

1. We deal with the situation as calmly as possible.
2. We try to distract rather than react. In other words, when the situation occurs, we will try to change the subject in order to distract them and stop the situation developing any further.



3. We would rather reward than punish - pointing out what they are doing is wrong and not acceptable.
4. We endeavour to teach the children how to behave by providing examples of how we behave at Bridges, namely being kind and courteous at all times.
5. We are always honest with the children.
6. The children are treated with courtesy and respected at all times.
7. We will be tolerant at all times, but must be prepared to define the limits and stick to them.
8. We endeavour to improve the children's self-esteem and create opportunities for the children to succeed in what they do. We always look to be positive.
9. If your child's behaviour becomes too challenging after a support plan and a parent meeting, Bridges reserves the right to refuse a place.

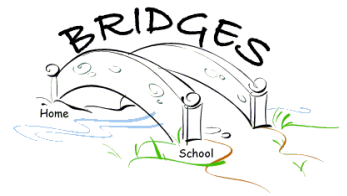
SETTLING IN PROCEDURE

Bridges aims to provide a safe, warm and stimulating environment for all children to play learn and develop freely. We understand that all children need emotional reassurance in order to feel welcome and safe. We therefore arrange a settling in period for each child and parent/Carer to become familiar with the Bridges routine and to form relationships with staff.

Every child is different and the settling in period can vary, for some children it will be their first experience of separation from a familiar person, however this can usually be achieved in one or two weeks depending upon the individual child. On the other hand your child may already be familiar with a play setting and settle straight away! The length of time they are being left can if you wish be gradually extended until they are fully settled. When coming for the first session the child may be a little hesitant, this is perfectly normal.

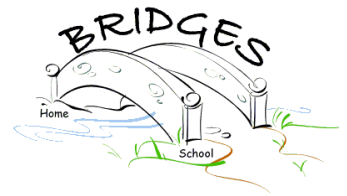
Please be patient, the settling in process can take time and commitment and is an opportunity which enables children to settle happily and confidently.

Prior to your child starting Bridges you are more than welcome to come and visit us so we can show you around and give your child a chance to meet the staff and other children.



PARENTS RESPONSIBILITIES

- Parents are responsible for ensuring that children attending Bridges understand that inappropriate behaviour or language is not acceptable. If there should be a problem it will be discussed in detail with Parents or Carers. Should the problem persist it may result in Parents/Carers being asked to remove the child from Bridges.
- If a child is absent due to sickness or taking holiday then Parents/Carers must inform Bridges staff at all times. Parents/Carers will still be charged the full rate when a child is off sick and or taking holiday.
- Parents/Carers must always make it known to a member of staff of who will be collecting their child(ren). Parents/Carers are responsible for collecting children at the agreed time. This is important as Bridges are staffed on a strict ratio. Please notify Bridges staff immediately of any changes to times required.
- If Parents/Carers do not notify Bridges of any possible lateness then a late charge of £6 per every 15 minutes or part thereof, will be applied to all late pickups after 6.00pm.
- Please note, Bridges has a '**NO MOBILES**' Policy and we ask that all parents/carers refrain from using their mobile phone on the School and Bridges premises thus ensuring we have your full attention whilst collecting and dropping off your child/ren.
- Parents/Carers must make sure that Bridges is given up to date contact telephone numbers/email addresses for each person who will be picking up children; to include mobile, home, workplace and any emergency contact numbers.
- Parents or Carers are responsible for collecting their invoices from Bridges on time and making sure that payment is made in advance and payment is made within the first 7 days of each month.
- All Parent/Carers will be asked to sign a contract with Bridges agreeing to the care arrangements being provided.



- If Parents/Carers are concerned to find some aspect of the childcare their child is receiving unsatisfactory then they can contact the senior staff on duty who will deal with the matter immediately. If it is not resolved satisfactorily then the matter can be referred to the Headteacher or Local Governing Body and if necessary will be referred to the United Learning complaints procedure (available from the school office). All complaints will try to be resolved informally in the first instance.

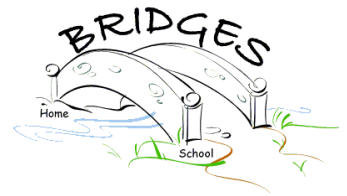
INFORMATION REQUIRED

There are two forms which must be filled in before the childcare commences. They are 'Application for Admission' giving details of actual hours required for childcare and 'Contact Information' giving contact and medical information.

STAFF

At Bridges all our staff are screened for working with child by having an enhanced Disclosure and Barring Service (DBS).

To find out further information contact the Manager or Senior Supervisors, at Bridges on 01295 269931 or email childcare@hanwellfields.org



BRIDGES CHILDCARE CONTRACT WITH PARENTS/CARERS

Childs Name: Date of birth:

'I have read and agree to the policy and guidelines set out in this booklet and wish to apply for a childcare place at Bridges'.

Signed by Parent/Carer:.....

Print Name:

Signed by Bridges Manager/Headteacher:.....

Date of Contract:..... Start Date of Care:.....

If Parents or Carers are concerned or find some aspects of the day-care unsatisfactory, please contact a senior member of staff on duty who will deal with the matter. If it is not resolved in this way please refer the matter to the Headteacher or the Local Governing Body, details can be obtained from the School Office.

The Ofsted telephone number is 0300 1231231

I understand that any Carer who suspects that a child in his/her care may have been abused or neglected, has a duty to report this to the Social Services Department.

Social Services telephone number is 0800 833408

Signed.....Parent/Carer

Date.....

Child protection statement

PLEASE NOTE: Before admission of your child into Bridges a Registration and Admission form must be signed and passed to Bridges to be kept on file.

One copy of this contract will be kept by Bridges and a copy will be returned to you for your information.