



Version 4

PARENT HANDBOOK

This handbook is designed to give all parents and carers clear guidance and information about matters relating to our wraparound care. It contains essential and useful information to answer questions about day-to-day life at Denmead Wrap Club.

We hope that, having read the booklet, you will know more about how the Wrap Club runs, the people involved, and what we do to secure good learning in a positive, caring environment for your child.

If you do have further questions regarding the setting, please consult our website at denmeaddaycare.co.uk, or email our admin team (Jess and Naomi), at admin@denmeaddaycare.com.

Please take the time to read through this booklet, which aims to answer the following questions:

- Who works at the wrap club and how is the club organised?
- What times are you open?
- Do you provide food for my child?
- How much does the club cost?
- Is there financial support offered to families?
- What does my child need to wear?
- Do you offer discounts for siblings?
- Does the club open in the holidays?

WELCOME TO DDC WRAP AND HOLIDAY CLUB

Denmead Day Care was opened in 2010 by Michelle Josephs, a parent and ex-childminder in the Denmead Community. We have grown from a small childcare service to a large family-orientated business that supports our families and their children even when they have moved on to primary school.

We are a caring, supportive and nurturing setting which, in partnership with our families, seeks to provide the best standards of care for our children in an environment which develops the child as a caring, responsible citizen of the local community.

Our wraparound care is run from Denmead Junior School, for children attending DJS. We run a competitively priced breakfast and after-school club at the setting, as well as a successful holiday club at the Infant site during the school holidays.

The Wrap Club is open term-time, excluding INSET days and Bank Holidays. We open at 7:15am until start of school, and end of school day to 6pm every weekday.

OUR CLUB MISSION AND VALUES

To provide a nurturing family centred environment where we can support children holistically in their early journey.

Small enough to be a family, big enough to have an adventure.

STAFF STRUCTURE

Owner

Michelle Josephs

Junior Manager

Sarah

Wrap Assistants

Dan

Tarnya

Rebecca

Admin Assistants

Jess and Naomi

BOOKING AND FEES

Bookings or amended wraparound care must be made in writing by email to our admin team on admin@denmeaddaycare.com. These emails **must** be sent within our admin working hours, which are 8am – 6pm Monday to Friday. Any emails sent out of these hours will not be answered until the team return on Monday morning, and your booking may not be acknowledged.

Please ensure that your booking has been confirmed by either Jess or Naomi before arriving.

We offer the following sessions:

Breakfast Club – 7:15am to school start
£8 Breakfast is served until 8am.
After School Club – 3:15pm – 6pm
£13.50 Children are offered a snack and light dinner

- 5% Sibling Discount for oldest siblings
- 5% off wrap fees if booked in for all AM or PM sessions
- 10% off wrap fees if booked in for a full week

We currently cannot accept ad-hoc bookings at our Junior Site unless it is an exceptional circumstance.

INVOICING

Invoices are sent out via Family or the admin email in the middle of each calendar month for the following month's childcare sessions.

Payments must be made by the deadline on the invoice to avoid additional charges. Our bank details are listed on your invoice.

A charge of £10 will be added the first 7 days after the deadline.

We cannot always guarantee availability of additional bookings, and any changes to existing booking plans is only possible with a minimum notice of **four weeks**. Any additional sessions booked during the month will be charged at full rate and will be invoiced separately at the end of the month or added to the following month's invoice.

Should your child be off with an illness or booked holiday, you will still be liable and charged for the day(s) allocated to your child.

Fees are reviewed quarterly and may be subject to change with one month's notice, which we will provide in writing.

We close strictly at 6pm as this is when both school settings are locked for the evening. If you are late collecting your child after a session has finished there is a Late Collection Charge that will be applied - £5 per every 5 minutes late which will be added as an ad-hoc session to your invoice.

CANCELLATIONS

In the event that you sadly choose to leave the setting, we require **one month's notice** for your place to be cancelled.

PAYMENTS

Denmead Day Care Ltd. is registered with a variety of voucher companies to use towards your payments. If you are settling your monthly invoices via voucher payment, it is your responsibility to apply for the voucher upon receipt of invoice. Payments can also be made via Bank Transfer or setting up a Standing Order.

LATE PAYMENTS AND CHARGES

We will contact parents who have failed to pay within the deadline. You will be first sent a prompting reminder from Family regarding the overdue invoice, then a late payment charge of £10 will be added to your account for the first 7 days of late payment. If we have not received contact from you regarding late payment, we will temporarily suspend childcare until your account is cleared.

It has been a difficult couple of years for everyone. If you are experiencing financial hardship or know that you may start to struggle with your childcare payments, please make an appointment to have an informal and confidential chat with Michelle to discuss your options for payment. There are many options available to support our families, whether it be arranging a payment plan or applying for funding options to help with childcare costs. Our door is always open, and our priority will always be to support your family and avoiding these costs accumulating quickly until it becomes difficult to manage. Please do not feel that you cannot tell us if your situation changes for any reason. We are a family setting and are very understanding of difficulties that families face.

While it is a last-case resort, legal action will be considered if payment is consistently missed despite support attempts.

INFANT WRAP CLUB

From September 2023, the Infant Wrap Around Care will be run by CM Sports. Once your child starts Junior School, they will then start with us should you wish to continue care. If your child was previously registered with us, you won't need to re-register, but please check that your details are up to date and accurate.

JUNIOR WRAP CLUB

We run the Junior Wrap Club at Denmead Junior School, with access to the school field. At drop-off and collection, we ask that parents walk to the main reception at the Junior School and ring the Wrap phone number to be let in. At the start of the school day, children walk to their playground lines and staff will be on the playground to supervise the children. At the end of the school day, children are encouraged to walk to the club independently, unless it is their first session with us.

For both settings, we ask that children are always provided with appropriate outdoor wear, we do like to encourage all of our children to spend some time outside regardless of the weather, but unfortunately cannot allow children outside without a coat.

Our Junior setting is managed by Sarah, who should be your first point of contact if you have any concerns. If you feel that these concerns were not met to your satisfaction, or wish to take it further, then please arrange a meeting with Michelle Josephs.

SECURITY

We are extremely conscious of your child's security at our setting, and we put in several measures to ensure that your child is safe and secure while they are with us. This includes routine risk assessments, having CCTV outside the setting and keeping external doors locked to keep the children in and strangers out.

We rely on our families to maintain this safety and security for all children on site. We ask that all parents provide a password during registration that is provided to any person of contact who may collect your child. Please ensure that your contacts are aware of this password when collecting your child. When you arrive at the school to collect your child, please make sure you do not let anyone through the club door that you do not know. We are still implementing a one in, one out procedure at drop-off and collection.

When leaving the school, please make sure that you do not allow your child to unlock the door themselves, but either unlock the door yourself or allow a member of staff to unlock it for you and securely close and lock the door behind you.

We do occasionally welcome visitors to our site, such as parents who are coming to view the setting for their own children. Visitors are required to complete the visitor book and pass over their personal belongings to the Wrap Club staff during their visit, including mobile phones. Staff are also required to sign in and sign out daily and store their personal belongings in a safe space outside of the main rooms as part of our safeguarding policy.

Please inform us if another adult will be collecting your child.

FOOD PROVISION

We offer breakfast, and an afternoon snack to children, depending on when they are in. Food is provided by the setting, and all allergies are factored in and considered.

Breakfast is served between 7:15am and 8:00am and includes toast, cereals, and a range of fruit. An afternoon snack is also provided if your child is in, even if they go to a separate after-school club such as choir, and includes fresh fruit, vegetables, crackers, toast and crumpets with water or milk.

We are a nut-free setting and offer food alternatives in accordance with our children's allergies.

Please ensure that our admin team **and** the staff at your child's setting are fully aware of any changes to your child's dietary needs, even if you have informed the school.

ABSENCES

It is really important that you tell us about any absence regarding your child. This is to ensure that our staffing is accurate, but also to protect vulnerable children and members of staff if any children come down with a particular illness. Please text or phone the child's setting as soon as you know that your child will not be attending, as the school cannot always inform us that they will not be coming in.

Alternatively, you can email our admin team at admin@denmeaddaycare.com.

HOLIDAY CLUB

As well as our wraparound care, we also offer holiday provision throughout the large school holidays, except for the second week of the Christmas Holidays, at Denmead Day Care. This is for children aged 5 years – 8 years.

We offer the following sessions:

All Day 8am – 6pm	School Day 9am – 3pm	AM Session 8am – 1pm	PM Session 12pm – 6pm
£35 Includes breakfast, morning snack, and tea.	£23 Includes morning snack.	£23 Includes breakfast and morning snack.	£23 Includes tea.

We accept most childcare vouchers such as TFC, Computershare, Fideliti and Edenred. Please contact the admin team to check if your childcare vouchers are eligible. Please also consult Childcare Choices to see what other support you may be entitled to.

We are also fortunate to receive Holidays, Activities and Food program (HAF) funding from Hampshire County Council. This funding can be used to pay for holiday childcare and is offered to our families who are eligible for, or receive, financial support such as Free School Meals (after Year 2) or Universal Credit. Please email our admin team if you think you might qualify.

WHAT TO BRING TO HOLIDAY CLUB

Depending on the time of year, your child should bring the following:

- A full sets of spare clothing (including underwear and socks)
 - A warm, waterproof coat
 - Gloves and hat during colder weather
- Sun hat and sun cream during warmer weather
- Wellington boots during wetter weather
 - Packed lunch (unless funded)
 - Water bottle

We enjoy many craft activities and outdoor play throughout the year including water fights, cooking and art sessions. We recommend that your child attends Holiday Club in comfortable clothing that you do not mind them getting messy in!

Please ensure that ALL clothing and items are NAMED, and that your child's packed lunch contains food that is in line with HCC's healthy eating policy.

DAY TRIPS

We are fortunate to be able to sometimes hire a minibus from Barncroft School during the holidays, which we use to take the children out. These trips are **optional** and **free of charge**.

We will always have staff on site if your child chooses not to go.

Some of our previous successful trips have included: Hundred Acre Wood, Fort Nelson, Southsea Beach and Portchester Castle, to name a few!

INFORMATION THAT NEEDS TO BE UPDATED

Your child will be registered on our childcare system called Family and will include personal information such as contact details and allergies in a secure space. Please ensure that any changes to the following are sent in writing to the admin team:

- Contact details (phone number / email / home address, etc.)
- Any new allergies or intolerances
- Any changes to permissions
- Any medication your child will be taking
- Any changes to usual routine
- Absences / booked holidays
- Accidents that may have happened at home
- Upcoming birthdays
- Important events or changes that may affect your child such as a separation, family wedding, new house, new baby or family bereavement (even if it is pet related!)
- Any support or strategies in place or in the process of referral such as a behaviour plan or health concerns
- Outside agencies supporting your child or your family such as speech and language, health visitor or hospital services.

When your child is registered, you will be given a unique login to access your child's profile, where you can see their bookings and update any personal information directly. We ask that you still please inform the admin team of any changes.

Please be aware that it the responsibility of the parent / carer to keep us informed of any changes that may affect your child while at the setting, or that may affect the staff in contacting you in the event of an emergency or in relation to the welfare of your child.

FAQS

What happens if my child falls ill during their session?

If your child becomes unwell for any reason, we will contact you or your next emergency contact if we cannot reach you. We will also send a text to inform you in case the call does not go through. Depending on the child's well-being, we will ask you to collect your child as soon as possible.

In the event of an emergency, we will contact the emergency services, and inform you that we have done so.

What happens if my child has an accident?

Any accidents that happen must be treated by a qualified First Aid member of staff. They will carry out any necessary treatment and complete an accident form that must also be acknowledged by you. In the event of a head injury, a phone call will be made to the parent. If your child has had an accident prior to entering the setting, please ensure that you inform your child's keyworker at drop-off.

What happens if the days I require are not available?

We will do our utmost to provide childcare for the days and times you require. If this is not possible, we will add your name to the waiting list and when a place becomes available, we will inform you immediately.

What happens at arrival and collection from the setting?

On arrival at Breakfast Club, your child will be greeted by a member of staff and signed in. At the start of and end of the school day, your child will be escorted by a known member of staff to and from their classroom, if they are at the Infants. Juniors are encouraged to make their way down independently unless new to the setting.

What happens if my child needs medication?

First Aid qualified members of staff will give children medicine **that is prescribed by a doctor only**, and if the child is well in themselves, and does not have any infections or illnesses that require them to them to stay away from the club.

If your child is prescribed medication that they have not had before, e.g. antibiotics, you will need to keep your child at home for the first 48 hours due to potential allergies or side effects that may occur.

If your child is needing medication that they have had before, e.g. Calpol, we will need confirmation that you give us permission to administer it to your child. This will be done through the Famly app.

All medication **must be acknowledged** by a parent/carer and a member of staff.

We reserve the right to refuse childcare should the appropriate medication not be available to us.

What happens if someone else needs to collect my child?

Our Safeguarding Policy requires you to inform us if anyone else is going to collect your child. We work on a password system: every child has their own individual password set by you. This is only known to the admin staff, the managers, and you. We will only let a child leave the setting with an adult listed on their registration contacts, and who knows the child's password if they are not recognisable to us.

How and when do I need to pay?

Fees are paid in advance. Invoices are sent mid-month for the following month's childcare via the email listed on Famly.

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