



# Child's Play at Whitestone Welcome Pack

We are delighted to welcome you and your family to our happy childcare community. At Child's Play we aim to provide a bespoke childcare service that puts families at the heart of all that we do. Please find information that we hope will be useful.

## Our Ethos

All children deserve the right to feel happy, secure and respected. Our main aim is to ensure that children feel safe, happy, motivated and respected whilst being able to develop and grow to their fullest potential. We will involve all children from age 2 upwards in decision making processes such as choosing activities, helping to prepare snacks and organising rewards systems etc.



Whitestone is a tranquil and homely setting, based in the inclusive Whitestone Primary School, tucked away at the top of West Cross, overlooking open country side.

Here we have our own unit with intercom entrance, our own outside play area and access to the wonderful school grounds including foundation phase playground and school field.

# Meet the Team

At Child's Play at Whitestone we are blessed with the most amazing team who genuinely love and care for all the children who join us. The majority of our staff are qualified up to the mandatory level 3 in childcare. We believe that it essential for staff to continue with the professional development as this ensures your children get the best care possible. Aside from this, our team are happy, enthusiastic, caring, kind, bubbly, a little crazy, (in a good way), and absolutely committed to ensuring your child gets the best care possible.

## Sam



Samantha is the founder of Child's Play and a Mum to three children. She has worked extensively with children from new-born up until 11 years. She has an CCLD Level 3 and has been an invaluable classroom assistant, special educational needs support practitioner, children's transition officer and early years' developmental play worker during her career in childcare and education. This experience will help to shape the setting and create a wonderful environment that children love to spend time in.

## Carly



Carly is our manager. She has many years' experience working successfully in childcare settings and has completed her CACHE Childcare Level 5, adding to an already very impressive professional portfolio of childcare qualifications and experience.

## Casey



Casey is our Deputy Manager and has been with us since 2018. Casey was chosen for her enthusiasm, professionalism, caring nature, and qualifications as she has completed her CACHE Level 3

# Services Provided

## Sociable Lunch (11:50pm)

Your little one can join us for a sociable lunch session before their afternoon playschool session begins. We like our lunchtime to be a social experience for your little ones. We assist the children in laying out their lunch boxes on tables in social groupings.

We ask you to send your child in with a healthy, balanced lunch box. We will always put any uneaten food back into lunch boxes so you can monitor what is and isn't popular.

Please remember that Child's Play is a nut free zone

## Afternoon Playschool (1:00pm – 3:10pm)

We invite little ones from 2-4 years to enter our world of imagination and creativity in afternoon playschool

We create wonderful learning opportunities using our lovely, well-resourced base room and our outside areas.



## After School Activity Club (3:20pm – 4:30pm)

Join our exciting activity clubs

- Monday - Cooking Club
- Tuesday - Art Attack
- Thursday - Explorers & Investigators
- Friday - Film Friday



## After School Club (3:20pm – 5:50pm)

Children automatically have the opportunity to join in with all Activity Clubs.

Once the activity clubs have finished children are served a snack and a drink to tide them over until teatime.

Ongoing activities such as art and crafts, board games and outside play are always available.



## Session Fees

### Playschool for children 2 – 4 years only

Session	Time	Price
Sociable Lunch + Afternoon Playschool	11:50am – 3:10pm	£17.50
Afternoon Playschool	1:00pm – 3:10pm	£14.00
Full Childcare (School Day)	8:50am – 3:10pm	£32.00
Full Childcare	7:30am – 6:00pm	£41.00

### After School Club and Activity Club for children 2 – 11 years

Session	Time	Price
Activity Club	3.20pm – 4.30pm	£5.50
After School Club	3.20pm – 5.50pm	£9.00

### Holiday Club

Age of Child	Half Day	Full Day
2 to 4 years old	£17.50	£30.00
5 – 11 years old	£14.00	£23.00
<i>Half Day is 8:30 – 1:00pm or 1:00pm – 5:30pm</i>		

### Extra Services

Service	Price
Pick-up 30 Hour Offer ( <i>internal/walking</i> )	£1.50
Pick-up ( <i>internal/walking</i> )	£2.00
Transport Pick-up ( <i>Car</i> )	£3.50

### Casual / One Off Bookings

Please note we are no longer able to offer casual bookings as a separate tariff. Instead there will be a 20% fee applied to the regular charge for each session. All casual bookings are subject to availability.

### Administration Charges

Item	Price
Registration Fee ( <i>one off</i> )	Per family £15.00
Amendment to bookings ( <i>without 14 days' notice</i> )	Per change £10.00
Fee for yearly records e.g. tax credit/student Finance etc.	£10.00

There is a 2-week notice period required to amend regular bookings or take a holiday and a 28-day notice period to cancel bookings completely. With casual bookings we have a 48-hour cancellation policy.

# Useful Information

## Snacks and drinks in Playschool

We ask children to bring a healthy snack with them each time they attend. We also ask children to bring in a beaker or plastic cup from home clearly marked with your child's name. Experience shows that children like the familiarity of something from home and little touches such as this will help with transition from home to Playschool. Throughout the session, a jug of water will be available next to the children's cups and we will encourage and support the children to independently get water as and when they need it.

Please remember Child's Play is a nut free zone

## Clothes for Playschool

We ask for children to come to Child's Play in comfy, easy to put on and take off clothes, such as track suits. Many of our activities are messy and whilst we do provide aprons, invariably a little bit of messiness is unavoidable. So, we recommend not putting children in best clothes. We ask that all children always have an appropriate waterproof coat, clearly labelled with their name.

## Footwear

We recommend children wear comfy, easy to remove and put on shoes, Velcro fastenings are preferable. If children could bring welly boots into Playschool in a carrier bag each day, clearly marked with their name. Then we can go outside to play regardless of the weather.

## Nappy Changing and Toileting

If your child has nappies. Please ensure there are 4 nappies in their bag each day along with a pack of wipes. We do have nappies and wipes as a back-up. But due to parents having preferred brands and children reacting to certain wipes we ask parents to provide their own. We will record nappy changes in your child's diary.

Children are regularly reminded to go to the toilet. If you are potty training your child, we are happy to discuss progress and try to follow the same routines/techniques you are using at home. Experience shows children prefer their own potty so we will request you provide the potty when it is being used.

## Collection and Drop Off

We ask parents to buzz on the intercom, a member of staff will come to the door. We do ask for your patience as sometimes we are in midst of very important activities such as slime and playdough, at other times we could be mid-way through potty training.

We will always get to the door as fast as we can. We aim to greet the children at the door and get them to say their goodbyes to you there.

Similarly, at home time we try and bring them and all their bits and bobs to you at the door. Experience has taught us that having parents in the Child's Play room can unsettle other children and your own child. However, we work at your child's pace to ensure that this procedure is a happy and smooth one.

Please note children must be picked up promptly at the end of their session. It is upsetting for children to be collected late whilst also impacting staffing level needs and potentially compromising the safety of other children.

Late pick up will incur a penalty charge

# What do I do next and how do I book a place?

## Playschool

Email us [Childsplayswansea@outlook.com](mailto:Childsplayswansea@outlook.com) and we will book you in for a visit for you and your child. At this point we can answer all your questions, a registration pack and arrange your free taster session. The taster session is a great opportunity for us to work out the best transition for you and your child and at this point we can book in the sessions that are required.

Once you have joined us, we ask you not to attempt to book sessions via the staff in setting, email is the most reliable method. We ask you to direct all bookings to us via email so that we can make sure we have a paper trail of bookings.

To guarantee you always have a space and to receive childcare at a lower cost, we recommend a regular ongoing booking. There is an option to have a casual booking, these cost a little more due to extra administration required, there is also a risk that we will be full.

## After School Club

The easiest way is again to email us your requirements. To guarantee you always have a space and to receive childcare at a slightly lower cost, we recommend a regular ongoing booking. There is an option to have a casual booking, these cost a little more due to extra administration required, there is also a risk that we will be full.

## How many sessions do I book and pay for?

We invoice families at the beginning of the month for the childcare booked. Most families use our regular bookings option, so the invoice is generated and sent to you monthly. Childcare does need to be paid for before it commences. If you have booked in casual sessions in addition to your regular bookings, these will be added onto your next invoice, e.g., October invoice will include all October dates and any extra September dates that were used.

## Is it possible to book different sessions each week?

We try to be flexible where possible. But experience has taught us that to guarantee you have a space, make your bookings regular and / or long term. We will book (within reason) to suit shift patterns, but these need to be provided on a long-term basis.

There is a 2-week notice period required to amend regular bookings or take a holiday, 28-day notice period to cancel bookings completely. With casual booking we have a 48-hour cancellation policy.

## Is there any help available to cover some of the costs of childcare?

Child's Play accepts employer's childcare vouchers and the 30-hour childcare offer.

## What is the policy if my child is ill?

We will not accept unwell children. Clearly it is not in their best interest to attend if they are unwell, nor is it in the best interest of others. We have a duty to limit the spread of infection and illness to other children and staff. Sessions missed due to ill health will still need to be paid for.

If your child falls ill during a session, you will be required to pick them up as soon as possible. Again, it is not in the best interest of your child to remain in setting if they are unwell. We also have a duty to limit the spread of infection and illness to other children and staff. Sessions missed due to ill health will still need to be paid for.

## How will I know what my child is doing during the days and how they are progressing?

In playschool we have a blue communication diary which we write in each day. This informs parents of highlights of the day, achievements, issues and answering any queries that are written in the book by parents.

We also have a learning journal, which is used to record your child's wonderful developmental journey whilst they are with us. This is ultimately yours to keep as a keepsake once they leave us.

## How Does Child's Play keep in touch with news of important dates, holidays etc?

Each setting will put notices on the doorway for parents to read when they are collecting and dropping off children. We also put information on social media and in newsletters.