



# Us in a Nutshell

We are an after school childcare service offering supervised care and activities from 3pm-6.30pm throughout term time for children aged 4-11years. We collect from Dore Primary, Totley Primary & Totley All Saints Schools.

## Our Ethos:

Our club is child led, meaning the children decide the schedule for the day by choosing from our selection of activities and resources. Play in Dore endorses an active brand of play, meaning that no games consoles will be available. We believe in going the extra mile, expanding on your child's ideas and ensuring that their views and opinions count.

## What makes us different?

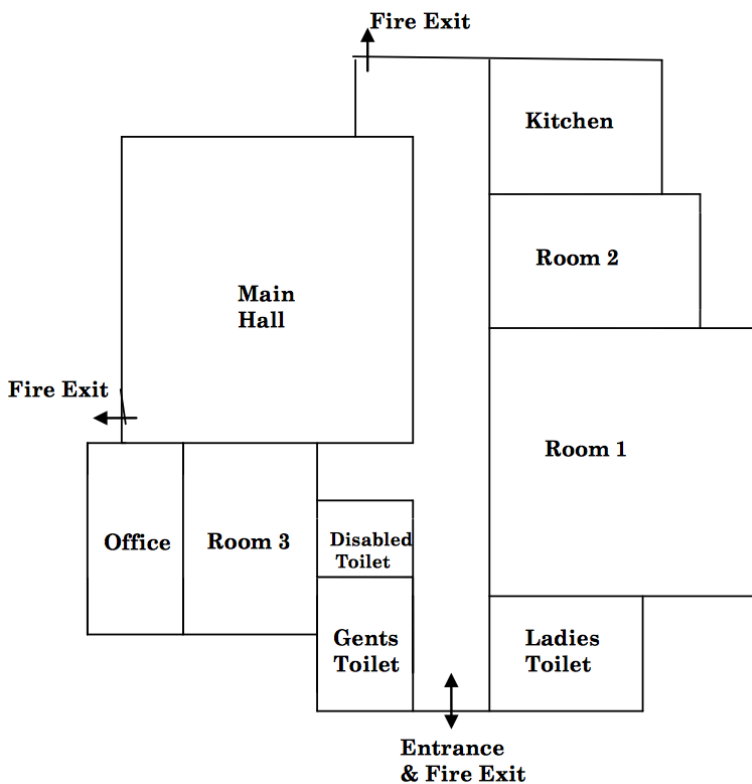
Play in Dore is run by a highly qualified childcare team of play workers and lead by the owner and manager Niala Haq. The whole team holds a very strong belief in learning through play, allowing for a deeper and more fulfilling learning experience with a focus on your child's own self discovery. Some of the activities we offer:

- Sports
- Arts & Crafts
- Cooking & Baking
- Gardening activities
- Dance, theatre & shows
- Board games
- Construction
- Messy play
- Reading
- Homework help
- Structured fun games

**Venue/Parking:**

Play in Dore,  
Totley Rise Methodist Church,  
1 Grove Road,  
Sheffield,  
S17 4DJ

The after school club is based at Totley Rise Methodist Church Community Hall. There is ample space including a main hall with stage, baking room, play room, outdoor play area, garden and river for children to discover and explore. Parking for parents is either in the car park or on Grove Road.



### **Fees:**

Fees are charged per session (3pm-6.30pm) and currently stand at **£15.50** per child. This includes a healthy and substantial snack.

We offer a 5% Sibling Discount for 6.30pm finishes, making the price **£14.72** for siblings.

We also offer an early pick up fee of **£12.50**. This is for collection by 5.15pm and must be agreed in advance with Management.

Fees are **payable** by bank transfer or childcare vouchers. Cheques should be made payable to "Play in Dore". Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

### **Cancelling/Changing Sessions:**

If you have booked in sessions at after school club and would like to cancel a session, we can offer a 50% cancellation fee if given at least **1 MONTHS NOTICE** . **If a months notice is not given then you will be charged the full amount for the booked sessions.** Please let us know via e-mail if you are wanting to cancel a session.

**In the event of child sickness, severe weather conditions, personal change of plan where the session is no longer needed or failure to provide 1 months notice, your full normal rate will still be charged.**

### **Closing times/Collection:**

The club is open till **6.30pm**. Feel free to collect your child any time up until then. The club closes at 6.30pm, if for any reason you are delayed and will be later than this time, please contact the Play in Dore contact number to inform us. There is a late collection fee of **£5 for each staff member for every 5 minutes after 6.30pm** to cover the costs of the staff who are legally required to stay and supervise your child.

### **Induction**

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Due time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child the staff and other children. Another child will usually be allocated to act as

your child's buddy for the first few sessions. See our **Child Induction Policy** for more details.

### **Arrivals and Departures**

A Daily register is taken when children arrive in our care. At Breakfast Club, you must sign your child in and we will sign them out. At After School Club we will sign them in and you must sign them out. We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in the morning and provide a password so we can confirm it is the correct person collecting. We will not release your child into the care of a person unknown to us without your authorisation. See our **Arrivals and Departures Policy** for more details.

After School Club is open from **school finishing time-6.30pm**. (Please collect your child from after school club by 5.15pm for early collection, or 6.30pm for late collection.)

If your child remains uncollected after 6:30pm and you have not warned us that you will be delayed (and we have been unable to reach you or any of your emergency contacts), we will follow our **Uncollected Children Policy** and contact the Social Care team.

### **Child Protection**

We are committed to building a 'culture of safety' in which the suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

### **Equal opportunities**

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment

### **Special Needs**

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant



professionals to fully understand your child's specific requirements. We will endeavour to accommodate all abilities, whilst working within limitations. Each case will be individually assessed to ensure everyone's safety. Our staff training programme includes specific elements relating to children with special needs. For more details on equal opportunities and special needs, see our **Equalities Policy**.

### **Key Person**

We provide all reception aged children with a key person. The role of the key person is to help your child to settle in at the Club, and to ensure that our care is tailored to meet the individual needs of your child. If you have any problems, concerns or achievements that you would like to discuss with the Club, please speak to your key person in the first instance. If you ever need to access specialist support for your child, your key person will help point you in the right direction.

### **Behaviour (children)**

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see. We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers. The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in positive activities. The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

### **Behaviour (adults)**

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour, or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

## **Illness**

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected. Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

## **Accidents and First Aid**

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

## **Medication**

Please let the Manager on site know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a Permission to administer medication form in advance. See our **Administering Medication Policy** for more details.

## **Complaints Procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager in private. Verbal complaints will be brought to the next staff meeting for discussion and action. All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days. A full copy of our **Complaints Policy** is available on request.

## **Intimate Care**

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times. 'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care. Wherever possible, staff will not carry out intimate care unless absolutely necessary and will encourage the child to do it themselves, to avoid any unnecessary action from staff.

The child's parents will be contacted before any intimate care is given. Alongside this the child themselves must give staff consent to assist them. When

intimate care has been given to a child, staff will complete an **Intimate Care Record**. If the child refuses assistance then the on site manager will contact their parents to come and collect or change them. In each setting there will be at least one trained early years professional or on site management that will support the child. There will always be two members of staff present while giving intimate care support. One staff member assisting the child and the other in sight. There will not be two staff members assisting unless explained in the child's intimate care plan.

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis we will ask parents to fill in an **Intimate Care Plan**. It is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents views on the number of staff providing personal care to their child will also be taken into consideration - some children may simply be unable to cope with more than one carer.

### **Pledge to Parents**

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat and take part in our activities
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures
- Be consistent and reliable to enable you to plan with confidence
- Listen to your views and concerns to ensure that we continue to meet your needs and peace of mind
- Share and discuss your child's achievements, experiences, progress, and friendships
- Be available to discuss decisions about running the club
- Ask your permission for outings and special events

# Preparing for After School Club

## **What to bring to the club:**

- Water bottle with children's name on
- A bag of spare clothes (for personal accidents or in summer-water fights!)
- Weather appropriate clothes for the walking bus e.g sunhat/scarf/gloves
- Sun screen

## **What not to bring:**

- Mobile phone/tablet/technological equipment or toys
- Cameras
- Valuable items
- Expensive/new clothes
- Money

## **Suncream:**

Please apply sunscreen on your child prior to them coming to the club. Even when it isn't sunny, the UV rays can be strong and therefore suggest you do this even if it is not a sunny day. We ask you to sign a consent form as part of the registration pack for us to apply sunscreen to your child, but if they are sensitive to certain sunscreens we suggest that you bring sunscreen to the club. Ideally if you apply sunscreen which provides all day protection prior to your child coming to the club, that would be much appreciated.

## **The Walking Bus**

How do we get from the Schools to the Play in Dore venue? Simple - a 20 minute walking bus.

- It helps children achieve the recommended 60 minutes of physical activity a day.
- Promote safety awareness of roads and environmental hazards.
- It promoted a safe, non-polluting and sustainable transport alternative to cars and buses
- It helps foster a sense of community as families get to know each other, and their children become friends.
- Encourage physical activity by teaching children the skills to walk safely, how to identify safe routes to school, and the benefits of walking

A risk assessment has been put in place to ensure the safety of the children. All factors have been considered and accounted. A reflective safety jacket is provided for all children.

### **Snack:**

Each day we will also provide healthy snacks in the afternoon. The children can choose from:

- Bread or Wrap sandwiches with either Ham, chicken, cream cheese or plain
- Rice cakes/bread sticks/crackers etc
- Sausage rolls/cocktail sausages/veggie option
- Fresh fruit & vegetables

Fresh water will be available at all times.

**NUT-FREE Zone:** Play in Dore is a nut free zone therefore all bought packaging will be checked for:

- Not suitable for nut allergy sufferers
- This product contains nuts
- This product may contain traces of nuts

Indicating this is unsuitable for club consumption and will not be brought into the club.

We ask parents to notify us regarding any special dietary requirements or allergies when they register their child. Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

## **For your Peace of Mind**

### **OFSTED Registered:**

Play in Dore is OFSTED Registered **2691417**, which means that we need to keep to the highest standard of care. As we are Registered, we are able to accept child care vouchers, which allows parents to save money.

### **Staff/Safe Recruitment:**

Play in Dore is run by highly qualified childcare professionals and experienced Play Workers. You can be assured that we follow a safe recruitment policy when employing staff (this can be seen in our Safe Recruitment Policy). All/relevant staff are:

- Fully Qualified Childcare Professionals
- DBS Certified

- Safeguarding trained
- Food Hygiene Certified
- First Aid trained

We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

## **Policies & Procedures/Data Protection**

Please visit [www.playinltd.com](http://www.playinltd.com) for a full list of our Policies & Procedures. All information will be kept confidential in line with our **Data Protection & Privacy Policy** and our **Privacy Notice**.

**Please refer to our club's Terms and Conditions or FAQ's on the website for any further information required. Thank you.**

## **Privacy Notice**

At Play in Dore we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post where necessary, so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- Have a safeguarding concern about your child
- Are required to by government bodies or law enforcement agencies
- Engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- Have obtained your prior permission.



You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- We will not be able to continue to care for your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

### **Contact Information:**

Play in Dore  
Totley Rise Methodist Church  
1 Grove Road  
Sheffield  
S17 4DJ

**Contact** - 0800 047 6523

**Website** - [www.playinltd.com](http://www.playinltd.com)

**Email** - [info@playinltd.com](mailto:info@playinltd.com)

**Managing Director - Niala Haq** (Special Education Needs Co-ordinator, Equalities and Inclusion Co-ordinator, Health and Safety Officer, Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person, Child Protection Officer)

OFSTED Registration Number: RP559187