



WELCOME & INFORMATION PACK

2026/2027

Shelley Primary



Welcome to Rocketeers

Founded by Amy Graham, a primary school teacher and Ciara Keane, a Business Manager at a very reputable childcare provider, Rocketeers opened our first site in January 2016 at Kingslea Primary School. Since then, armed with a wealth of knowledge in education and childcare, Rocketeers have since gone on to open additional sites. We are very proud of our accomplishments to date and continue to build upon the strong reputation that we are developing locally. We feel it clearly demonstrates our dedication to providing a quality childcare solution to local parents.

Rocketeers was formed with the objective of providing a safe, secure and relaxed environment in which children could thrive. To meet this criterion, we thought it essential to be situated in familiar surroundings. Hence the concept of being on site of the school in which we operate was born. Not only does this provide comfort to children, it provides parents with peace of mind whilst offering an affordable and guilt free childcare solution.

Our Club follows the Playwork Principles. We have a different theme every week (or two) providing variety to our activities, children are also free to pursue their own interests if they'd prefer. There will always be a selection of resources available, including dressing up, home corner, craft, board games, construction, physical play, reading and have access to our equipment library. Every child is unique we make every effort to meet individual requirements and needs.

Please feel free drop in and see us at any of our locations or get in touch with any questions that you may have.

What we offer at Rocketeers

Breakfast Club

Open from 7:15 a.m, our breakfast club is great way for your child to start the day. Specifically designed to offer a relaxing, calm place to spend time before the school day starts.

Breakfast is served from 7:15 a.m until 8:15 a.m.

Our breakfast clubs include a healthy and nutritious meal to set children up for the day. There's also a chance to play games, study, read or just spend time with friends, reinforcing bonds with schoolmates.

When the school day begins, we will walk all EYFS and KS1 children to their class and ensure that KS2 children arrive safely.

Afterschool club

After school clubs are run every day throughout the term from the end of the school day until 6:00 p.m. When the school day ends, we collect all EYFS and KS1 children from their class and ensure that KS2 children arrive safely, where they will be greeted by Rocketeers staff.

A typical afterschool club will start with arrival and snacks, then (weather dependant) we will always spend some time outside using the school grounds to ensure everyone gets a chance to stretch their



legs after a day in lessons. After this we will concentrate on the theme activities for the week, with children having the chance to work on an adult led activity which the children will be encouraged to complete in groups. This activity will be linked into the current theme and could include food preparation, games or an activity following on from children's previously expressed interests.

Alternatively, our team will be on hand to guide and support child-led activities too, be that enjoying some time with peers creating their own projects using the art, construction and roleplay equipment or just relaxing, reading a book and chatting with friends. We will use these opportunities to carry out an observational role to assess interaction and development. This will enable feedback to parents, and the school as necessary, particularly about notable problem solving or teamwork skills.

For any KS2 aged children who wish, an area will be provided in which they can start homework.

We are happy to enable children's participation in school run extra-curricular activities and arrange for collecting when the club finishes.

Ad Hoc Bookings

Ad hoc sessions are available to book if availability allows.

Inset Days – All Day Session (8:00am – 4:00pm)

Rocketeers will always endeavour to open a holiday club on the individual inset days that the schools have planned. Please do contact us for information specific to your school

The Food We Provide

Breakfast and afternoon snack time are delivered in a calm, friendly setting where good manners are nurtured, and independence is promoted. We encourage children to set the table, prepare their own snacks and clear up after themselves.

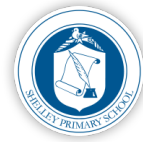
Our breakfast and afterschool snack selection include: a non-sugary cereal (morning sessions only), seasonal produce, vegetables, crumpets, malt loaf and spreads including butter, marmite, low-sugar jam etc. Milk (including Lactose Free) and fresh drinking water is always available.

We recognise the importance of healthy nutrition and aim meet individual dietary requirements and preferences wherever possible.

PLEASE NOTE: We are a Nut Free provision. The food we provide at Rocketeers is not intended as a substitute for a main evening meal.

Staffing

At Rocketeers we are proud to have a wide variety of skills and experience amongst our team of friendly and nurturing staff. All our staff are trained in child protection and safeguarding as well as food hygiene as soon as they take up their posts with us and attend an Ofsted approved paediatric



first aid course within 3 months of employment. All staff members are DBS checked. 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.

Staff also have designated roles:

Amy Graham: Special Education Needs Co-ordinator, Child Protection Officer

Ciara Keane: Health and Safety Officer, Fire Safety Officer

If you have a query or concern at any time, please speak to a member of staff at Rocketeers when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the Senior Management Team (contact details are at the back of this Handbook).

Policies and procedures

Rocketeers has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies including our Terms and Conditions and Parent Contract which you will be asked to agree to when you book sessions are available on our website.



Terms and Conditions

Admission

Admission to the club is organised by the back office and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

All new parents are required to create an account via our website and complete their child's information before their child can attend the club. This includes the child's full name, date of birth, details of two emergency contacts, doctor's information, and any relevant medical or dietary requirements.

All information provided will be treated as strictly confidential and stored securely in accordance with our data protection and privacy policies.

Payment of fees

The current fees are: **Breakfast Club: £8.50 per session & After School Club: £19.50 per session**. The Club charges a non-refundable registration fee of £25 on your first booking.

Contracted sessions

Fees for contracted sessions are payable one month in advance. Invoices for contracted sessions are issued on the 1st of every month, with payment due no later than the 15th of the month the invoice is received.

If your child does not attend for any reason you will still be charged for this place. If you wish to cancel the contract, one months written notice is required.

Ad Hoc Sessions

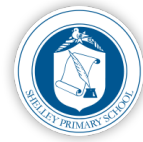
Fees are payable at the time of booking. Please note that payments may take up to three working days to appear in our account. To avoid late payment charges or cancellation of the session, invoices must be paid at the time of booking.

If an ad hoc session is no longer required, the club must be given at least 48 hours notice to be able to move or cancel the ad hoc session. If notice is not given, you will still be charged for this place.

Rocketeers Childcare accept card payments, BACS, Tax-Free Childcare or childcare vouchers. We accept vouchers from the following childcare voucher schemes (please email enquiries@rocketeerschildcare.co.uk to find out what schemes we are registered in).

We offer a 10% discount for siblings Eg one child would be £19.50, any other child would benefit from a 10% discount.

We do not charge for bank holidays and professional training days. Please ensure that fees are paid promptly. Non-payment for more than one month will result in you entering a Payment Plan.



If you are having difficulty paying fees, please email in confidence accounts@rocketeerschildcare.co.uk.

Payment Plan Agreement

If you fall one month behind on payments, Rocketeers will contact you to arrange a payment plan. This agreement must be signed by you. Failure to comply with the agreed terms may result in your place being withdrawn and your account being suspended until all outstanding payments are brought up to date.

Induction

Where possible you and your child are welcome to visit Rocketeers before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session, time will be set aside for an induction. We will run through the Club's rules and routines (including snack times, collection, children's meetings), and introduce your child to 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.

Keyworker

When a Reception child starts with Rocketeers, they will be assigned a key worker to support their transition and development. For the first half term, this role will be undertaken by the Site Manager, who will take the lead in ensuring the child feels settled, safe, and confident in the setting. At the end of the half term, the key worker arrangement will be reviewed and, based on the child's connections and comfort levels with staff, a new key worker may be assigned to ensure the best possible support for the child's ongoing progress.

Arrivals and departures

Children can be dropped at club from 7.15am onwards, upon arrival they will be signed in and any information that you feel maybe relevant to the day can be passed onto to staff.

At the end of the day, we expect that your child will normally be collected by the people you have named within the system. If you need a different person to collect your child, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation, if your child is to be collected by someone different please ensure that they are aware of the secret word you provided in the system.

To access the club when you arrive at the school, please make your way to the Primary school gates where our doorbell will be located. A member of staff will come to the gate.

See our **Arrivals and Departures Policy** for more details.



Reporting Absence

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us.

If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

Late Collection

Rocketeers finishes at 6.00pm, if you are delayed for any reason please telephone Rocketeers to let us know. A late payment fee of £10.00 per 15 minutes will be charged if you collect your child after Rocketeers has closed, please note that this is an automatic fee through the booking system unless we are notified before 6pm of a delay. You may also be asked to contribute towards any extra staff wages, insurance and transport costs incurred.

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 children in our care are protected from abuse and harm. Any 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.

SEN Needs

We make every effort to accommodate and welcome any child with additional 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 children of all abilities, whilst working within Rocketeers' limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with additional needs.

For more details on equal opportunities and additional needs, see our **Equalities Policy**.



General Information

Behaviour (Children)

Children and staff create the rules for acceptable behaviour whilst at Rocketeers. These are displayed at Rocketeers for everyone to see.

For more details please see our **Behaviour Management Policy**.

Rocketeers 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 activities.

Rocketeers 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 because of additional needs. We will try to be flexible 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 Rocketeers 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 Rocketeers.

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 Rocketeers, we will contact you and ask you to plan 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 Rocketeers 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 always ensure the safety of the children, and Rocketeers 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 via email and at child collection.

For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Rocketeers, you will need to complete a **Permission to administer medication form** on the day within the setting. 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 the Manager, or any other member of staff.

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.

Privacy Notice

At Rocketeers Childcare 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 legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. We will use the contact details you give us to contact you via phone and email, so that we can send you information about your child, our Club and other relevant news, and also 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).

We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.

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 or 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 and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running Rocketeers.
- Ask your permission for special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

To contact Rocketeers please call 07553 732055 or email shelleyprimary@rocketeerschildcare.co.uk.
If you have a general enquiry or an enquiry about your invoice call 01403 371020.

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West Sussex , RH12 3UL
OFSTED: 2588992

Early Years and Childcare Service
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