







# Parents & Carers Handbook

Poringland Village hall The Street, Poringland, Norwich, NR 14 7RE

www.timechildcare.org.uk

Ofsted Registration No: EY490883 Charity Registration No: | 161477

# **Our Organisation**

Playtime Preschool began life in the 1960s as *Poringland Playgroup*, a small, parent-run playgroup held in a family home. In the 1990s, it moved to Poringland Village Hall and formally registered with both Ofsted and the Charity Commission. Over time, the organisation grew, adding XtraTime Afterschool Club in September 2010 and Timeout Holiday Club in August 2011.

In 2015, Poringland Playgroup rebranded as *Playtime Preschool* and came together with its extended services under the name Time Childcare, a not-for-profit Charitable Incorporated Organisation (CIO). Time Childcare is registered with Ofsted (URN EY490883) and the Charity Commission (URN 1161477).

All staff, trustees, volunteers, and students at Time Childcare hold enhanced DBS (Disclosure and Barring Service) checks, ensuring safer recruitment and protecting children by preventing unsuitable individuals from working with vulnerable groups.

In July 2022, Time Childcare was inspected by Ofsted and awarded a 'GOOD' rating in all areas. Read the full report here: Ofsted Report

We are passionate about the value of outdoor learning and its impact on children's health, wellbeing, and development. Our team is committed to expanding opportunities in our extensive outdoor space. Learn more about the approach here: What Are Forest Schools?

#### **Our Services**

- **Playtime Preschoo**l: For children aged 9 months –5 years. Open term time only, Tuesdays, Thursdays, and Fridays, 08:30–14:30.
- **XtraTime Afterschool Club**: For children aged 3–11 years. Open term time only, Monday to Friday, 15:00–18:00.
- **Timeout Holiday Club**: For children aged 3–11 years. Open during school holidays (excluding Christmas) on Tuesdays and Thursdays, 09:00–17:00, with extended sessions available from 08:00–18:00.

# Time Childcare Mission Statement

Time Childcare is a Charitable (CIO), community based childcare provision, nurturing children's growth in a healthy, stimulating, and caring environment.

Our aim is to build positive relationships with parents and children alike in an atmosphere of respect, security and confidence. Building good relationships means a positive, successful and happy atmosphere for all.

We pride ourselves on our inviting outdoor environment which allows children to explore risk and challenge in play, whilst in a secure and supervised area. We have adopted a forest school approach in our outdoor area.

Our qualified 'Time Team' delivers a play-based learning environment, which caters to the individual needs of children and builds on their self-esteem and knowledge in a holistic manner to promote development. Focusing on the best possible outcomes for all our children we give them freedom to explore in a secure and friendly environment, therefore preparing children for their later stages of education.

## Time Childcare Leadership

As part of being a charitable organisation, Time Childcare is required to have a volunteer trustee team that oversee the running of the organisation.

# As a charity we CANNOT run unless we have a full Trustee leadership team.

If you would like to be part of the Trustee leadership team and take a part in ensuring this childcare setting can continue to provide its services to the community or if you are unable to commit to a Trustee role but would still like to help we have the **'Friends'** of Time Childcare committee, please email: trustees@timechildcare.org.uk

#### Why do we have Trustees and the Friends of Time Childcare?

The Trustees are part of our organisational and legal structure. They are ultimately responsible alongside the Manager and Senior Practitioners for the running of Playtime Pre-School, XtraTime After School Club and TimeOut Holiday Club. As part of the organisation we can have a 'Friend's group to support by helping to make decisions and fundraising. Friends provide additional support throughout the year and help to raise our local community profile. We currently do not have any volunteers running a Friend group.

#### What do we use the funds for?

New equipment and experiences for the children, in the past the sun shade, mud kitchen, perspex painting board, the Forest School experience day and the secret garden bridge play structure have all been paid for by raised funds.

## How often are the Meetings?

Trustee meetings are held on the second Thursday of every month at 5pm for between one and two hours. Formal decision making about employment, finances and administration are discussed and voted on at Trustee meetings. Ideas to move the group forward, developing fundraising ideas, planning and organising these ideas, forms the **'Friends'** meetings.

Both meetings are generally held via Zoom. These meetings are an excellent way to bring staff, parents/carers and the community together. Communication between meetings is usually via email. All parents and carers are welcome to all attend 'Friends' and 'Trustee' meetings as you are all members of Time Childcare CIO. Confidential agenda items will be at the end of all meetings and these will be discussed privately by Trustees only.

# How can you help without being too committed?

As Time Childcare grows in numbers, any assistance would be greatly appreciated, whether it's 10 minutes or 3 hours!

There are lots of ways you can help, especially before, during or after a fundraising event.

- Writing letters to request donations
- Making or selling cakes
- Selling or folding raffles tickets

- Manning a stall
- Wrapping gifts
- Shopping for gifts or researching equipment
- Setting up or clearing up at events
- Designing posters
- Distributing posters

# What can a Trustee role or being on the Friends committee do for you?

- You will meet new people in your local community and make new friends.
- Use your skills and gain some new ones.
- Give you a voice on how funds are spent for your child/ren in the setting.
- Being a volunteer looks good on your CV.
- Involve you in the running of a childcare setting many volunteers find themselves in such a rewarding sector that they go on to train and work in the sector.

If you are interested in becoming involved please speak to the leadership team at any time.

Manager: Stella Presland

Trustees Chair: Danielle Raja (XT Parent)
Trustee Secretary: Tim Bacon (XT Parent)

Trustee Treasurer: Stella Presland (Setting Manager)

Friends Chair: Vacancy
Friends Secretary: Vacancy
Friends Treasurer: Vacancy

#### Contact us:

Manager: admin@timechildcare.org,uk
Trustees: trustees@timechildcare.org.uk

Friends: TBC

#### **Staff Team**

**Manager:** Stella Presland BA(Hons); Early Years Teacher Status (EYTS and PGCE, L7); Level 5 Diploma in Leadership and Management; Safeguarding Lead Practitioner, SENCO L3; Communication Champion; First Aid; Step On; Solihull Approach; Restorative Approach and Prevent trained.

**Deputy Manager and Playtime Preschool Lead Practitioner:** Lauren Betts; *Early Years Teacher Status (EYTS and PGCE, L7); Level Early Years Lead Practitioner; SENDCO level 2; Safeguarding Lead Practitioner, First Aid; Fire Safety; Food Safety; Step on; Prevent trained.* 

**Xtratime Lead Practitioner and Early Years Practitioner:** Lauren Manning; Foundation degree in Early Childhood and Education, Health and Social Care BTEC Level 2 and 3; First Aid; SENDCO level 2; Introduction to Safeguarding, Step On and Prevent trained.

**Early Years Practitioner:** Ali Crosskill. *Introduction to Safeguarding, First Aid, Prevent trained.* **Early Years Practitioner:** Kimberley Scarle; *NCFE CACHE Level 3 Certificate in Childcare and Education, First Aid, Introduction to Safeguarding, Step on and Prevent trained.* 

**Early Years Practitioner:** Ellice Cornford; Level 3 Diploma Children and Young Persons work force, First Aid, Child Protection, Step on and Prevent trained.

**Playworker:** Megan Block; *Introduction to Safeguarding; Prevent trained; First Aid* **Playworker:** Haydn Winter; *Introduction to Safeguarding; Prevent trained; First Aid* 

**Early Years Practitioner:** Kelly Webster; *Child Protection; First Aid; Step on and Prevent trained.* 

**Early Years Practitioner:** Sarah Block; Level 2 Diploma Childcare and Development, First Aid, Introduction to Safeguarding, Step and Prevent trained.

#### **Admissions**

It is our intention to be accessible to all children and families from our local community. Admissions are organised by the administrator in conjunction with the manager and a waiting list system may be implemented 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 day(s) on which a sibling is already attending.

A completed registration form is required for each child attending. This form contains information concerning you, your child and permissions you give. It is kept digitally, the information is added to our secure online systems Tapestry, Quickbooks and G Suite. All our paperwork is administered on our secure G Suite online system and relevant documents are shared via Tapestry.

See our Tapestry and Use of Quickbooks Policy. It is retained only as required and information only shared in line with permissions given and our Information Sharing and Confidentiality Policy, Data Protection Statement and Safeguarding Policy.

Administration

To use Tapestry you will be provided with a secure login to view your account.

Things you can see on the system include;

- Policies
- Photos
- A messaging service
- Newsletters

# Payment of Fees and Funding

To find out if you can get help with childcare costs please see: www.childcarechoices.gov.uk Invoices are raised on our secure online accounting system *Quickbooks*, at the beginning of each calendar month and sent out via email. The current fees for contracted hours are: £6.60 per hour. You may choose from the following modes of payment to settle your invoices.

- Online banking: If you bank online, this is our preferred payment method. Our sort code is 09-01-28, account number 89859347. Please reference each payment with the invoice number and child/rens name/s.
- <u>Electronic childcare vouchers</u>: Please advise us of this by email. If your employer offers a childcare voucher scheme, you may be able to use these towards payment. These schemes are exempt from tax and National Insurance. We currently accept most childcare vouchers. Again please make sure you reference the invoice number and child/rens name/s.
- <u>Tax Free Childcare:</u> Apply through gov.uk. Most working families qualify unless receiving certain other benefits. You pay into your tax free childcare account, the government adds 20% and then pays us directly.
- <u>Cash</u>: We are strongly discouraging any payments by cash. However, if you have no other way of paying, you must put your cash in an envelope together with the name of the child/ren, invoice number and the date you've paid. We will not be able to issue a paper receipt, so please email to let the admin know it has been paid. Their reply will act as your receipt. We will not accept cash payments which are not in an envelope.

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday (unless the correct amount of notice is given). Bank holidays and any professional days will not be charged for.

Please see our 'Payment of Fees' policy.

If you are having difficulty paying fees, please speak in confidence to the manager or email us.

#### **Funding for Early Years**

Some families are eligible for 2 year old funded places. All children, the term after their 3<sup>rd</sup> birthday, are entitled to 15 hours Universal 3&4 year old Funding. Some families are eligible for 30 hours working family Funding which can be shared between us and another setting. Please see: www.childcarechoices.gov.uk

# **Changes to Days and Cancelling Your Place**

Four weeks' notice of termination of, or changes to attendance must be given. Requests for changes to days should be made to the manager or administration in writing via email and will be accommodated where possible. Where four weeks' notice is given for holidays, session charges will not be made.

# **Temporary Changes**

Please remember that we need to know if your child (or children) will not be attending the session at Time Childcare for any reason.

Even if you have informed your child's school, we still need to know!

In cases of illness or emergency when notice cannot be given, please call as soon as you can.

Sessions will still be charged for if less than four weeks' notice has been given.

Contact details can be found at the end of this handbook.

#### **Policies and Procedures**

Time Childcare has defined separate policies and procedures that clearly set out the way the organisation operates. These are readily available during all session times, for staff and/or parents/carers, in the entrance area. They are also available on the Tapestry system and some on the Time Childcare website. These are reviewed annually or more frequently if required. The most important are issued to new parents/carers. Please see the full list of Policies and Procedures below. If you have any questions or queries please raise this with the manager.

Activities	Xtratime/TimeOut Participation Policy
Activities	Xtratime/TimeOut Play Policy
Activities	ICT Policy
Admission and Fees	Xtratime/TimeOut Settling in Policy
Admission and Fees	Payment of Fees Policy
Admission and Fees	Preschool Admission and Fees Policy
Admission and Fees	Xtratime/TimeOut Admissions and Fees Policy
Behaviour Management	Preschool Achieving Positive Behaviour Policy
Behaviour Management	Xtratime/TimeOut Aggressive Behaviour Policy
Behaviour Management	Xtratime/TimeOut Behaviour Management Policy
Behaviour Management	Xtratime/TimeOut Bullying Policy
Data Protection	Use of Quickbooks Policy
Data Protection	Data Protection Privacy Statement
Data Protection	Confidentiality & Information Sharing Policy

Health & Safety	Visiting Animal and Pets Policy
Health & Safety	Emergency Evacuation and Closure Procedure
Health & Safety	Allergies and Intolerance Policy
Health & Safety	Fire Safety Policy
Health & Safety	Healthy Eating Policy
Health & Safety	Hygiene Policy
Health & Safety	Garden and Play Equipment Policy
Health & Safety	Health and Safety Policy
Health & Safety	Preschool Risk Assessment Policy
Health & Safety	Manual Handling Policy
Health & Safety	Sun Safety Policy
Health & Safety	Bare Foot Policy
Health & Safety	Accident, Incident, Illness and First Aid Policy
Health & Safety	Medication Policy
Learning and Development	Transition to new settings Policy
Learning and Development	Children's Rights and Entitlements Policy
Learning and Development	Equal Opportunities Policy
Learning and Development	Early Years Foundation Stage (EYFS) Policy
Operational Procedures	Student Placement Policy
Operational Procedures	Staff Snack Preparation Procedure
Operational Procedures	Early Years Practitioner; Key Person Checklist
Operational Procedures	Cash Handling Procedure
Operational Procedures	Environmental Policy
Operational Procedures	Admission Administration Procedure
Operational Procedures	Policy and Procedure Review and Update Procedure
Out and About	Outings and Visits Policy
Out and About	Xtratime Transport Policy
Parents and Carers	Parent and Carer Social Networking Policy
Parents and Carers	Working in Partnership with Other Agencies
Parents and Carers	Working in Partnership with Parents/Carers Policy
Parents and Carers	Code of Conduct Policy and Procedure
Parents and Carers	Complaints Procedure
Parents and Carers	Preschool Transfer of Records to School Policy
Parents and Carers	Severe Weather Closure Policy
Parents and Carers	Home Visit or Video Call Policy
Parents and Carers	Preschool Settling in Policy
Parents and Carers	Early Years Practitioner Key Person Policy
Parents and Carers	Tapestry Policy
L	

Needs and

# **Working with Other Organisations**

We enjoy a close working relationship with Poringland Primary School and Nursery and this facilitates transitions for children that share day-care, including preschoolers and school age children.

We work with Health Care professionals to support families.

We are passionate about Continuous Professional Development (CPD) and work with Norfolk County Council, Adult Education (Norfolk Community Learning Services, NCLS), Lifetime Training and Norwich City College. We offer apprenticeships and volunteer placements to students.

#### **Arrival and Departure**

When preschool children and parents/carers arrive at the setting they are welcomed by a member of staff at the entrance door and a daily register is completed.

After-school-club children are collected from Poringland Primary School and Nursery by members of XtraTime staff and are then escorted to Poringland Village Hall.

A register is taken at each collection and a digital signing in/out register is used. We can collect children from clubs at school, but will charge from 3pm to allow staff cover for this.

Children should always be collected by a named adult. In exceptional circumstances, when it is not possible for your child to be collected by a named person, as parent/carer you must inform us if there is a change to the normal person who collects your child/ren.

XtraTime finishes at 6.00pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £5.50 per 15 minutes will be charged if children are collected after 6.00pm. This is to contribute towards extra staff wages and transport costs incurred in staying late to care for your child. A minimum of two staff need to be present.

A copy of our Collection and Departure procedure is available in the Policies and Procedures folder.

#### **Snack Time**

A healthy snack and drinks are provided each day, however this is not intended as a substitute for main meals that children may receive in their packed lunch or at home. We promote independence, by encouraging the children to prepare their own snacks and to clear away after themselves where possible. We use fresh ingredients and follow statutory guidelines. Fresh drinking water and milk is available at all times. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children, delivered in a calm, friendly setting. Healthy Snacks are included in the session fee.

# **Safeguarding**

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Everyone working with children has a 'duty of care' to keep children safe and protect them from harm. This means that if Time Childcare staff are concerned a child may be at risk of harm or is being abused. Time Childcare staff are required to refer this concern onto Children's Services or the Police. There is the expectation that Time Childcare staff will always discuss these issues with parents/carers before making a referral unless Time Childcare Staff feel that a child may be at further significant risk, in which they will make an immediate referral.

#### Prevent Strategy

Under the Counter-Terrorism and Security Act 2015 Time Childcare also have a duty "to have due regard to the need to prevent people from being drawn into terrorism"

Please see our Safeguarding and British Values and Prevent Duty Policies which explains these in more detail.

# **Equal Opportunities**

Time Childcare is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- The premises used by the organisation are accessible to the community at large, and some of the equipment and resources are shared.
- Menus include sufficient variety, to provide for the cultural mix of the organisation's children.

#### Special Educational Needs and Disabilities (SEND)

Time Childcare will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

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

We will endeavour to accommodate all children of all abilities, whilst working within the organisation's limitations. Each case will be assessed individually and risk-assessed to ensure everyone's safety.

#### **Behaviour**

Children and staff will discuss and create rules for behaviour. These may be displayed for children to see as appropriate.

Time Childcare operates a behaviour policy (summarised below).

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the organisation including children, staff and visitors.

Time Childcare aims to encourage appropriate behaviour by: praising good behaviour; putting emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

Time Childcare will not tolerate the following from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

Time Childcare has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger, a child may be required to be collected as soon as possible. Time Childcare recognises 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 strive to work to understand a child's behaviour and what they are communicating to us with their behaviour. We endeavour to support and develop positive behaviours by being flexible in our approach in order to accommodate such cases and to achieve the best and most positive outcome for both the child, parents/carers and staff.

#### Illness

We are unable to care for children who are unwell, you will be contacted and asked to collect your child.

Please inform the manager or senior practitioner of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to Time Childcare less than 48 hours after the illness symptoms have ceased.

#### **Accidents and First Aid**

Every precaution is taken to ensure the safety of the children at all times and Time Childcare is fully insured. We aim to have all of our staff first aid trained and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

#### **Medication**

Please let the manager or senior practitioner know if your child is taking **prescribed** medicine.

No Medications can be kept in children bags; these must be safely stored by staff. Please speak to the manager or senior practitioner if medication needs to be administered during session time.

# **Complaints Procedure**

Time Childcare's charitable objectives are for the public benefit and the development and education of children and young people. We value your opinions, if you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the manager, or any other member of staff. You are welcome to contact the Trustees or the Manager directly via email if the matter cannot be discussed at the setting. <a href="manager@timechildcare.org.uk">manager@timechildcare.org.uk</a> and <a href="manager@timechildcare.org.uk">trustees@timechildcare.org.uk</a>.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be available within 28 days of receipt.

A full copy of our complaints procedure and policy is available on request.

# Pledge to Parents/Carers

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 our decisions about the running of Time Childcare whenever necessary.
- Listen to your and your children's views and concerns to ensure that we continue to meet your needs and those of your child/ren.
- Ensure data is used appropriately and kept secure.
- Where consent is required, it will be asked for in a clear manner and you will be allowed to remove your consent at any time if you wish.
- Your rights under GDPR legislation are:
- Your right to be informed about how your data is being used
- Your right of access to your own personal data
- Your right to rectification to fix any errors and have incorrect data updated
- Your right to erasure to have data erased
- Your right to restrict processing stopping data being used for certain purposes
- Your right to data portability allowing you to get and reuse your data for different services
- Your right to object over how your data is processed in certain circumstances.

The UK regulator is the ICO (Information Commissioner's Office. For further information you can visit them at <a href="https://www.ico.org.uk"><u>WWW.ico.org.uk</u></a>



At our preschool we have a highly qualified and experienced, friendly, caring team of early years practitioners. Our high ratio of staff to children allows us to work closely with all children during their free play, teaching children individually and in small groups.

We run our full sessions with at least 8 practitioners for a maximum of 44 children.

# We teach children by:

- Communicating and modelling language
- Showing
- Explaining
- Demonstrating
- Exploring ideas
- Encouraging
- Questioning
- Recalling
- Providing a narrative for what the children are doing
- Facilitating and setting challenges

We follow the Department of Education's Statutory *Framework for Early Years Foundation Stage* (EYFS, 2024) and ensure children are keen and eager learners that are ready to start school. See:

https://assets.publishing.service.gov.uk/media/65aa5e42ed27ca001327b2c7/EYFS\_statutory\_framework for group and school based providers.pdf

Our environment enables children to develop their *Characteristics of Effective Learning* (EYFS) by:

- Encouraging independence
- Enabling children to learn at their own pace
- Allowing each child to follow their own interests
- Enabling each child to develop and use their social skills
- Providing each child with the motivation to learn
- Enabling children to take risks and make mistakes in a safe and secure environment
- Providing each child with opportunities to practice newly acquired skills learnt from peers and own initiatives
- Giving children a secure environment to work through their emotions
- Enabling each child to learn about the world around them, the local community and the wider environment
- Allowing each child to learn through processes and not be concerned about the end product.

Each child is allocated a key person from the practitioner team and their learning and development is observed and next steps are planned on an individual basis. You can discuss progress with your child's key person at any time during the term time, please book a time with your key person or alternatively, we hold parents evenings with allocated slots. Parents/carers will be expected to access Tapestry and will be given logins to do this.



At our XtraTime sessions we offer free flow play for children aged 3 to 11 years. This includes a wide range of activities, incorporating cookery, craft, gardening, board games, reading, imaginary play, construction, sports, computers and much more. During their time at XtraTime, children choose activities that suit them best.

Ad-hoc sessions are available once registered if you do not need a continuous care service.

The large hall is used for Juniors and the small hall for Infants and Nursery children.

We have access to a large, fully fenced, secure outdoor area (including a gardening area), in which the children are encouraged to learn about the outdoor environment and enjoy the freedom of outdoor play.



TimeOut offers affordable childcare or just a day of holiday fun on Tuesdays and Thursdays during all school holidays (except the Christmas break). It's for children aged 3 to 11 years and we offer different focussed activities on each session as well as free play. A poster will be displayed on our website and facebook pages before each school holiday. This will give all the details you need, then just email <a href="mailto:admin@timechildcare.org.uk">admin@timechildcare.org.uk</a> to book your child's place.

Full payment for sessions will need to be made in advance and will be non-refundable (Unless we are unable to run the session).

# **Contact Information**

Time Childcare The Village Hall The Street, Poringland NR14 7RE

During session times Tel: 01508 492947

Playtime Preschool Lead Practitioner Mobile: 07776 449712 Xtratime After School Club Lead Practitioner: 07747 528210

Manager's mobile number: 07587 154725

Please text if there is no reply, you will always receive a response when the message has been received.

Email: <a href="mailto:admin@timechildcare.org.uk">admin@timechildcare.org.uk</a>
Website: <a href="mailto:www.timechildcare.org.uk">www.timechildcare.org.uk</a>

Please follow our Facebook pages: Time Childcare Xtratime Playtime Preschool