

LAMESLEY
CHILDCARE
MEMBERSHIP
PACK

Lamesley Childcare

The Lamesley Childcare Membership Pack has three sections:

- Section 1: How to Use Your Club Guide
- Section 2: Membership Form
- Section 3: Change to Contract Form

Section 1: How to Use Your Club Guide Contents

1. Introduction to Lamesley Childcare

Staff at Lamesley Childcare

Policies, procedures & General Data Protection Register (GDPR)

Services offered

2. Quick guide to using your club at Lamesley Childcare

Making bookings for your child to attend the club

Payment of fees

Making changes to bookings made

3. Membership Form

Changes to information on the Membership Form

Charges for services used Payment of

fees

4. Help with childcare costs

Working Families Tax Credit: The Childcare Element

Childcare Vouchers

Gateshead pilot for three and four year old funding

5. Collection of children Cancellations

Emergency collections

Extreme weather conditions

Late collection by parents

Additional charges for late collection of children

6. Administration of medicines Reaction to

allergies

Emergency medical treatment

Sun protection

7. Loss or damage to property 8. Changing regular bookings Changes to contract

Termination of contract

9. Letting us know what you think of Lamesley Childcare services 10. Contact information 11. Club contact details

Section 2: Membership Form

Section 3: Change to Contract Form

Lamesley Childcare
Kibblesworth Village Millennium Centre
Grange Terrace
Kibblesworth
NE11 0XN

Telephone: 0191-4106526

Email: nora.baldwin@lamesleychildcare.org

Website: www.lamesleychildcare.org

I. Introduction to Lamesley Childcare

Lamesley Childcare is one of the largest and longest established out of school childcare providers in Gateshead. We offer breakfast clubs and after school provision in six local schools and a centrally based holiday club in Lamesley (close to Team Valley). With more than twenty four years of experience we continue to grow and develop and currently care for up to 300 children (aged between 3 and 15 years, extended to 16 years for disabled children) each day.

At Lamesley Childcare we understand that all children are unique and we strive to continually provide high quality out of school provision that meets their individual needs. We have a staffing structure that provides quality care and ensures our provisions are reliable and dependable. We provide:

- Breakfast clubs
- After school clubs
- Holiday care

that aim to help and support children to learn, develop and play in an inclusive environment that values diversity, is safe, welcoming, positive and fun. Our policies and practices reflect this.

I.1 Staff at Lamesley Childcare

Within the staff team, currently 35 members supported by a bank of casual staff, there is a wealth of experience. Collectively they have worked for more than 160 years with children and young people. They understand the value of and are committed to providing the highest possible quality for all families. 99% of the staff have a qualification, ranging from NVQ level 2 to BA Hons (greater than that required by Ofsted) meaning we are graduate led. Between them they have experience of working in day nurseries, children's centres, education, crèche provision, national charities and many of the staff are working parents, so understand how parents feel when leaving their children in someone else's care.

I.2 Policies, procedures & GDPR

Policies and procedures are an essential part of ensuring that Lamesley Childcare offers a high quality service which meets the needs of children and families. They ensure that we are meeting our legal responsibilities; offer a consistent approach to all our activities; keep everyone safe; and support the learning and development of children and young people within our care.

We developed a set of policies following guidance from Ofsted and Early Years Safeguarding and Compliance team. These have been categorised against key themes including the national framework of the Every Child Matters Five Outcomes of: Be Healthy; Stay Safe; Enjoy and Achieve; Make a Positive Contribution; and Achieve Economic Well Being and are monitored and updated annually (or whenever necessary).

GDPR (General Data Protection Regulations)

Lamesley Childcare Privacy Notice (How we use your information)

The categories of children's information that we collect, hold and share include:

- Personal information (such as name, date of birth, address, relevant medical information, special educational needs information and emergency contact details)
- Characteristics (such as ethnicity, language, nationality and country of birth)
- Attendance information (such as sessions attendance pattern and other childcare provision attended information)
- Information related to Government funded places and universal and extended entitlement for 3 and 4 year olds.

For details of what we collect, hold and share, please visit the Information Commissioner's Office (ICO) Data Protection Register on <https://ico.org.uk/esdwebpages/search> and enter registration number **Z1334427**.

Why we collect and use this information

We use the children's data:

- to support play and learning
- to monitor and report on our EYFS children's progress
- to provide appropriate care and welfare
- to assess the quality of our services
- to comply with the law regarding data sharing

The lawful basis on which we use this information

We collect and use children's information in accordance with the legal requirements of the current Data Protection Act 2018 and under the statutory requirement on providers and local authorities through regulations under section 2 of the Childcare Act 2016, sections 6, 7, 7A, 9A, 12, 13 and 99 of the Childcare Act 2006, and The Education (Provision of Information About Young Children) (England) Regulations 2009.

Collecting children's information

Whilst the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. (Voluntary information includes information provided on our About Me guide for EYFS children (and required by Ofsted) and information on our membership form such as: likes and dislikes and detailed picture of your child as an individual). In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain children's information to us or if you have a choice in this.

Storing children's data

We hold children's data for 7 years. This data enables us to evidence; attendance, financial records, etc. for HMRC purposes.

Who we share children's information with

We routinely share children's information with:

- school
- our local authority
- the Department for Education (DfE)

Why we share children's information

We do not share information about our children with anyone without consent unless the law and our policies allow us to do so.

We share children's data with the Department for Education (DfE) on a statutory basis. This data sharing is used for childcare sufficiency audits, and we only give out the numbers of children attending, plus the number of places we have available for new families.

Data collection requirements:

To find out more about the data collection requirements placed on us by the Department for Education visit: <https://www.gateshead.gov.uk/.../Education/.../Childcare-Sufficiency-Report-2016.pdf>

Requesting access to your personal data

Under data protection legislation, parents and children have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's records, contact Nora Baldwin.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

Nora Baldwin Coordinator

1.3 Services offered

Breakfast clubs: All of the breakfast clubs open from 7.30am to 8.55am (our insurance does not cover us until our scheduled opening time and any parents or carers arriving early will not be able to access the building until 7.30am). Parents and carers bring their child(ren) to the club and the staff will ensure that they are in school for the start of the day.

Breakfast is served 7.30am until 8.20am and is included in the price for the session. Children are able to choose what to eat from a selection including fruit juice, smoothies, and hot drinks in winter, cereal, crumpets, croissants, pancakes, white/wholemeal bread and fresh/dried fruit. Children arriving after this time will be offered fruit juice or milk, a cereal bar and a portion of fresh fruit.

A range of activities are available including outdoor play, table top activities, arts and crafts, sports, music and dance.

After school clubs: All of the after school clubs open from 3.15pm to 6.00pm. Lamesley staff will collect the children from school and take them to the after school club. Parents and carers will collect the children at the end of the session. Children who are attending clubs provided by the school, are collected at 4.15 – 4.30 pm (once the clubs are finished) and taken into the after school club until 6pm. This means children do not miss out on activities provided by the school to support their learning.

A healthy snack is included in the price for the session. This will change on a daily basis and can include beans on toast, pasta, cowboy pie and fresh fruit and vegetables, all chosen by children and used to prepare our weekly menus across all provisions. Children who attend any clubs provided by the school will be given snack in the after school club.

There is always a choice of activities for the children to participate in. All children are consulted on what activities they would like to do. Activities include cooking, messy play, games, arts and crafts, large construction, open ended materials, loose parts and access to outdoor play including facilities in the adjoining MUGA (only available in Kells Lane, Harlow Green School and Lingey House), garden, fields and playgrounds attached to individual schools.

Holiday care: Lamesley Childcare offers holiday care to complement the breakfast and after school clubs. It is usually available for all school holidays (half term holidays; Easter; summer and Christmas). The holiday club is open from 8.00am to 6.00pm.

The provision is offered centrally at:

St Andrew's Church Hall

Lamesley NE11 0EU

Arrival time: Our insurance does not cover us to open until 8.00am during holiday times. So any parent or carer who arrives prior to 8.00am will be asked to remain with their child while staff set up the activities for the day.

Food and refreshments: Lamesley Childcare provides a snack in both the morning and afternoon. Parents must provide a packed lunch for children staying all day and/or if children are being collected at 1pm and wish to join in with lunchtime. Breakfast is included in the price. A choice of cereal and white/wholemeal toast will be offered.

Outings: Lamesley Childcare aims to offer an outing each week during holiday care. These are for a full day and therefore it is not possible to attend for a half day on days nominated for outings. Outings are usually very popular and therefore bookings for these days should be made early to

guarantee a place. Details of the planned activities are detailed on the holiday programme (available on the website www.lamesleychildcare.org).

Additional cost for outings: An additional cost is usually made to cover the additional costs of transport and/or activities. The level of additional charges is not usually known until all bookings have been received but is usually between £4.00 and £10.00. This additional payment should be made on the day of the outing when completing and submitting the Outing Consent Form. As the holiday care does not hold cash on the premises, it is important that the exact fee is presented to the Club Manager as we may not have the ability to issue change.

Consent to attend outings: Regulations require all children to have completed an Outing Consent Form. This gives parental permission for the child(ren) to participate in the outing activities. These forms are distributed on the day of the outing and must be completed or the child(ren) will not be able to attend. A new Outings Consent Form must be completed for EACH outing.

Payment of fees: Payment for holiday care must be received in advance for the full holiday period, although cheques will not be cashed until the Monday prior to the first week (except for summer holidays, when payment must be received one week in advance). Payments for outings (i.e. the additional fee needed to cover transport and activity costs) should be made on the morning of the outing (refer to 1.3 Additional cost for outings).

2. Quick guide to using Lamesley Childcare

If you wish to access services offered by Lamesley Childcare you must:

- Complete a **Membership Form** each year (September to July) for each child.
- Pay an **Annual Membership Fee**. This is an annual fee payable each June. The fee is £7.00 per family (and not child). When joining Lamesley Childcare a £7.00 Annual Membership Fee is payable immediately. However, it would still be eligible for renewal in June. Annual Membership Fees are payable by all families irrespective of the type and number of bookings made each year.
- **How to use your club/Membership form:** This gives parents all the information they should need about using the club(s) and forms the basis of the terms and conditions for using Lamesley Childcare.
- **School notification:** Parents must inform the school that their child will be attending Lamesley Childcare provision.
- **Policies and procedures:** There is a comprehensive set of policies and procedures for each club. Should you require a copy of our policies please speak to your club manager.
- **Notification of any changes:** Please ensure that any changes, particularly to contact details or medication are given to Lamesley Childcare immediately.

2.1 Making bookings for your child to attend the club

Breakfast club and after school club: You should complete the section in the Membership Form to indicate which days you wish to book for each type of provision e.g. breakfast club and/or after school club. This is your booking for the full year, September to July, which is a 39 week period.

Holiday care: A Holiday Club Booking Form should be completed. This can be downloaded from the website (www.lamesleychildcare.org) or available from the Club Manager. This can either be completed and submitted to your term-time club or emailed to officemanager@lamesleychildcare.org

2.2 Payment of fees

Fees should be paid at least one week in advance. Payment can be made by BACS, Childcare Vouchers, cheque, or cash. You should always highlight the child's name and club unique number with all payments to ensure that an audit trail is created and your payment can be quickly verified. Proof of payment must also be presented to the Club Manager.

Breakfast club and after school club: Full fees are payable for non-attendance.

Therefore, if your child is sick or on holiday, fees still need to be paid for the full 39 weeks for the days of the week booked and detailed in your Membership Form (This enables us to staff our settings to the correct ratio throughout the year, making the service reliable for working parents who need childcare 39 weeks per academic year). Also, in the event of extreme weather conditions, and the school has to close, a fee for both the breakfast club and after school will still be charged (this means we can keep our childcare fees competitively priced and are not looking to increase fees to re-coup lost income if we encounter weather conditions which means the school is unable to open).

Holiday care: Fees are payable for all sessions booked, even if your child does not attend the session. If your child is booked to attend a day when an outing is planned, there will be an additional charge of between £4.00 and £10.00 to cover transport and activity costs. This additional fee should be made on the morning of the visit.

Breakfast is served between 9.00 – 9.30am daily. A choice of cereal, toast and fruit juice will be offered.

2.3 Making changes to bookings made

Cancellations: If your child will not be attending the club as per your normal booking for breakfast and after school club and/or holiday care), you should telephone the Club Manager directly (see section 11. Club contact details) between 9.00am and 2.00pm (term time) and 8.00am to 10.00am (holiday time). The fee is still payable.

Breakfast club and after school club: If at any time throughout the year you wish to change the regular booking days outlined in your Membership Form, a Change to Contract Form should be completed. Changes to contracts such as cancelling regular bookings require four weeks' notice, a 'change of days' are subject to days being available. It is also the parent's responsibility to notify the school of any changes to the normal booking for breakfast and after school club (whether the changes are permanent or temporary).

Children attending school clubs

Each term school offers a range of clubs for children of all ages. If your child is attending one of the school clubs, you must inform the Club Manager who will arrange for a member of staff to collect your child from the club and take them into the after school setting. You can pass this information onto a member of staff in writing each term. This avoids children being unaccounted for during pick-up and school staff spending time checking which clubs child/ren are attending. If you cancel your child's membership during the 39 weeks to attend school clubs, we may be unable to offer you a place for the remainder of the academic year. You can put your child's name on our waiting list until places become available.

Holiday care: Bookings should be made in advance of the holiday period. If after submitting the booking form you have additional requirements for using the club, you should speak to the Manager who will check to see if there is availability of the days needed.

3. Membership Form (Contract)

A Lamesley Childcare Membership Form must be completed for each child using any of our clubs (breakfast, after-school and/or holiday). It gives us important information about the child as well as booking the days needed at the club(s). This ensures that we are able to provide the highest standards of care for your child. The Membership Form also acts as a legal contract between the parent/carer and Lamesley Childcare. If at any time you wish to change how you use the club this would require a change to the contract (refer to section 8.1 Changes to contract).

The Membership Form is valid for one year (including the bookings made) from September to the July. Therefore, a new Membership Form will need to be completed each year to ensure that all information is accurate and up to date.

3.1 Changes to information on the Membership Form

It is important that all information logged on the Membership Form is up to date at all times. It is the parents/carers responsibility to ensure that any changes are notified immediately, particularly emergency contact details.

3.2 Charges for services used

Annual Fee: The legal structure of Lamesley Childcare requires us to have members. Therefore all families wishing to access the services offered, will need to become a member of Lamesley Childcare. An Annual Fee charge of £7.00 per family needs to be made at the time of joining and then on an annual basis each June. If you join Lamesley Childcare in May, a £7.00 Annual Membership Fee is payable immediately. However, it would still be eligible for renewal in June, an additional £7.00 fee for a one year period. Annual Membership Fees are payable by all families irrespective of the type and number of bookings made each year.

As a social enterprise, we are a non-profit making organisation. This means that we reinvest any monies back into the community business, this helps us to keep childcare cost competitive. As a member of Lamesley Childcare, you would have a say in how Lamesley Childcare resources were distributed if the company ever ceased to trade

Fee levels: Our fees are very competitive and offer value for money for the time care is offered and the quality of the service we provide.

Lamesley Childcare offers:

- Breakfast clubs at six school settings. The fee is £5.20 per session (7.30am to 9.00am) including breakfast and activities.
- After school clubs at six school settings. The fee is £8.70 per session (3.15pm to 6.00pm) including snack and activities.
- Holiday care for all school holidays other than Christmas at a central location in Lamesley. The fee for a full day is £22.00 (8.00am to 6.00pm) with snacks and activities included. An additional cost to the standard fee is payable to cover transport and activity costs (usually between £4.00 and £10.00 depending on where we are going) is payable on the day, or can be made by BACS etc. once the price has been agreed.

Booked sessions fee: The full fee for all booked sessions must be paid even if a parent cancels this in advance. If a child is absent due to sickness or holiday leave or the school is closed as a result of extreme weather conditions, sessions fees will not be refunded.

Late collection of children fee: Any late collection of children from after school or holiday care will incur additional charges. A £10.00 charge will be made for every 15 minutes after 6.00pm. This is needed to cover the additional staff costs for the extended period of care. If any additional costs are incurred including costs for extended caretaker charges made by the school, these will also be passed onto the parent.

Administrative fee from 1 April 2019:

An administrative fee of £10 will be charged to parents who do not make payment in advance, as this incurs additional administrative time to check if payments has been made via bank/voucher provider and followed up with telephone calls, texts and emails. (Payment should be made on the Thursday prior to the week your child is booked in to use the service).

An administrative fee of £5 will be made if parents neglect to mark any payment for fees with the child's name and when possible the unique club code as this incurs additional administrative time to confirm that payment has been made for the services booked this will amount to.

An administrative fee of £15 will be charged to parents who request 12 month retrospective proof of payment for HMRC (we advise parents to keep all receipts and a copy of their membership form to prove usage for other agencies).

3.3 Payment of fees

Audit trail: Lamesley Childcare has more than 300 children using its clubs every day. To ensure that we are able to match payment made to the family easily and quickly, we ask that you code payments with both the child's:

- name and
- unique club code (remembering that if you use more than one club that the code will be different for each e.g. different code for after school club and holiday club). Each of the Club Managers will be able to give you the unique code for your child.

Parents must also provide proof of payment. If information is not provided, you may incur additional administrative charges for the time spent trying to confirm that payment has been made.

Payment methods: Payments must be made weekly (or monthly or termly if preferred) in advance. These should be taken to the club and placed in the Payment Box remembering to ensure that you have logged the child's name and unique club code with the payment.

Payment for use of the club can be made using a number of different formats:

- **BACS** payments.
- **Childcare Voucher** payments must be agreed in advance with the Club Manager (we need contact details from all parents re their voucher providers for our records). Once payment is made, a copy of the remittance advice must be completed with the dates the voucher is paying for, the child's name and unique club code, so staff can track your payment, if this information is not supplied we will be unable to accept the Childcare Vouchers.
- **Cheques** should be made payable to Lamesley Childcare.

- **Cash** payments should only be made directly to a member of staff and a receipt must be taken as proof of payment. You should never leave cash in the payment box. If it should go missing and a receipt for the cash has not been issued from a member of staff, Lamesley Childcare would not be able to accept that payment had been made.

4. Help with childcare costs

There are a number of sources where help with childcare costs are available for some families. This includes:

- Working Families Tax Credit: The Childcare Element.
- Childcare Vouchers.

4.1 Working Families Tax Credit: The Childcare Element

Parents and carers may be eligible for help towards their childcare costs. For further information visit <https://www.gov.uk/help-with-childcare-costs/tax-credits> or telephone the Tax Credit Helpline on 0345 3003900 (open 8.00am to 8.00pm Monday to Friday and 8.00am to 4.00pm on Saturday).

4.2 Childcare Vouchers

Payment using Childcare Voucher must be agreed in advance with the Club Manager. Once payment is made, a copy of the remittance advice must be completed with the dates the voucher is paying for, the child's name and unique club code, so staff can track your payment, if this information is not supplied we will be unable to accept the Childcare Vouchers.

5. Collection of children

Lamesley Childcare has written procedures for the collection of children for each of their clubs. These are followed to ensure that all children booked to attend the club are collected safely. A copy of the procedure is available from the Club Manager.

Breakfast clubs: The breakfast clubs operate between 7.30am and 9.00am. It is the responsibility of the parent/carer to bring the child to the club. The club will provide breakfast and activities. It is then the responsibility of the club to safely escort the children to school for the start of the day.

After school clubs: The after school clubs operate from the end of the school day (usually 3.30pm) to 6.00pm. The club are responsible for collecting the children from their class teacher in the school (not in the school yard) and taking them to the club. They will offer children a snack and a programme of fun, challenging activities and parents are then responsible for collecting their child/ren at the end of the day.

Holiday care: Parents are responsible for both bringing the children to the club and then collecting them by 6pm. Full day care is between 8.00am to 6.00pm.

Only named persons on a child's Membership Form are allowed to collect children from the premises. If there is a change of collection this must be made in writing or the named person must speak to a member of staff giving details of the change. This procedure ensures children's safety and welfare is maintained at all times. If someone comes to collect a child who is not known to Lamesley Childcare staff, we will contact the parent/carer. Should we be unable to speak with the child's parent/carer we will be unable to allow the child to leave the setting.

It is important that children feel safe and secure during the collection process and therefore we ask:

- Children visit the club prior to their first start date, to allow them to meet the club staff and other children using the club.
- Parents remind children on the day that they will be going to the after school club.
- Parents notify the school teacher that their child will be attending the after school club that day.
- Children will only be permitted to leave at the end of a session with one of the nominated people listed on the Membership Form. Parents and carers must inform Lamesley Childcare in writing of any changes to the named persons so that records are kept up to date for security purposes.

5.1 Cancellations

If your child will not be attending any normal session as detailed on the Membership Form, parents should telephone the Club Manager between 9.00am and 2.00pm (term time) and 8.00am and 10.00am (holiday time) to notify the club that the child(ren) will not be attending and/or does not need to be collected for the after school club. If sessions are cancelled, the full fee will still need to be paid.

5.2 Emergency collections

Any collection which is not part of your regular booking (i.e. which is not marked on your Membership Form), is classed as an emergency collection. Emergency collections should be arranged with the Club Manager as soon as possible (one day notice if possible). If the collection is needed on the day it is important that you speak to the Club Manager directly and do NOT leave a message on their answer machine. We must check our registers to ensure that a place will be available for your child. It is important to know that staff are not always able to return telephone calls until after 2.45pm as some have commitments outside of Lamesley Childcare. The Club Manager will contact you at the earliest opportunity to confirm that the child can attend the club. The fee for the session should be made when you collect the child(ren) from the club on the day.

5.3 Extreme weather conditions

Extreme weather may result in us operating a service until 4.30pm and asking parents to arrange for their child(ren) to be collected by their emergency contact (please see our Extreme Weather policy). Whilst we endeavour to offer a full service at all times, there will be times when we will have to take emergency action to ensure children and staff are able to return home safely.

5.4 Late collection of children by parents

For after school clubs and holiday care, if a child has not been collected by 6.00pm (the end of the session) and the parent has not contacted the club in advance:

- The Club Manager will telephone the parent using the contact details listed on the child's Membership Form.
- The emergency contact will be telephoned, if the parent cannot be contacted, to arrange for the collection of the child(ren).
- In the unlikely event that the child(ren) has not been collected by 6.30pm and staff have been unable to contact anyone listed as emergency contacts, under the conditions of the Children's Act (1989), the Care Standards Act (2000), the Club Manager will contact Gateshead or Sunderland MBC (depending on which local authority the club is located) and they will take responsibility for the child.

5.5 Additional charges for late collection of children

Any late collection of children will incur additional charges. A £10.00 charge) will be made for every 15 minutes after 6.00pm and/or 1pm in holiday care. This is needed to cover the additional staff costs for the extended period of care. If any additional costs are incurred including costs for extended caretaker charges made by the school, these will also be passed onto the parent.

6. Administration of medicine

If your child requires medicine to be administered while they are at any our childcare provision (breakfast club, after school club and/or holiday care), parents will be required to follow guidance detailed within our Medication Policy. In summary, this means that parents will need to ensure that the Club Manager has:

- A completed Medicine Administration Form.
- A signed consent on the child's Membership Form.
- All medicines that need to be administered in their original containers with the child's name and dosage on as prescribed by their doctor and with the correct dispenser/spoon so that the dosage is correct.
- Been instructed on the procedure needed to administer your child's medicine
- Been notified of any changes to regular prescribed medication and to supply the Club Manager with up-to-date medication so it does not fall out of date.

Two staff members will be designated responsibility for administering the prescribed medication to your child(ren).

6.1 Emergency medical treatment

In line with our policies and procedures, emergency medical treatment to be organised for your child should your child be involved in an incident within our care. We will endeavour to contact the parent as soon as is possible to both notify them and to gain permission for emergency treatment to be given. If however, a parent cannot be contacted, and they have given advance consent for this type of instance on the child's Membership Form, Lamesley Childcare staff will give the appropriate permission upon advice received from medical professionals.

6.2 Sun protection

Lamesley Childcare will provide and apply sun protection on your child if weather conditions require this providing you have signed the consent on the Membership Form. Parents can provide their own sun screen should they wish to do so.

7. Loss or damage to property

Lamesley Childcare cannot be held responsible for the loss or damage to children's property. Parents and carers should encourage children to take care of their own personal belongings and refrain from bringing toys and other personal belongings into the club.

8. Changing regular bookings

As bookings for breakfast club and after school club are usually made in September (as detailed on your Membership Form), any changes to family circumstances may require an amendment to the way that you use the provision. This could be to stop using the provision altogether or to change the

days booked. In both instances, you will need to complete a Lamesley Childcare Change to Contract Form (refer to Section 3) ensuring that four weeks' notice is given.

If four weeks' notice cannot be given, the charges for this notice period must still be made even though the services have not been used. If however, we are able to allocate your child's place to another family within this timeframe, we will refund the monies for this period.

A Lamesley Childcare Change to Contract Form is available in your Membership Pack. Alternatively, you can request a hard copy from the Club Manager.

It is the parent's responsibility to ensure that the child's school is aware of any changes to the regular bookings for breakfast club and/or after school club. This should be done for both permanent and temporary changes.

8.1 Changes to contract

To change the days that your child(ren) attend breakfast and/or after school club you will need to complete Section One of the Change to Contract Form. The form should be given to the Club Manager who will check availability of places for the new request. The Club Manager will let you know if the changes can be implemented. Adjustments will be made to the register and other associated documentation to ensure a smooth transition.

8.2 Termination of contract

If you wish to stop using the services of Lamesley Childcare, you will need to complete Section Two of the Changes to Contract Form. The form should be given to the Club Manager.

9. Letting us know what you think of Lamesley Childcare services

Lamesley Childcare has been offering out of school childcare provision in Gateshead for almost 25 years. We have vast experience of working within the sector and have seen many changes in how services should be delivered over that time. As a learning organisation we always strive to offer the highest standards of quality and care for both children and families.

We welcome feedback on all aspects of the service that we deliver and would encourage parents and carers to let us know, both positive and not so positive feedback, so that we can review and improve further the services offered. You are able to provide feedback in a number of different ways:

- Write comments in the Club Feedback Book.
- Talk to a member of staff.
- Submit a Praises and Grumbles Form in the Club Suggestion Box.
- Complete a Customer Questionnaire when they are distributed to all families periodically throughout the year.

We greatly value your opinions and suggestions as Ofsted require us to evidence parental feedback and would always encourage any feedback on any aspect of our care.

10. Contact information

Our main office is located at:

Kibblesworth Village Millennium Centre

Grange Terrace

Kibblesworth

NE11 0XN

Telephone: 0191 4106526

Office to contact during holiday time:

St Andrew's Church Hall

Lamesley Childcare

St Andrew's Church Hall

Lamesley

NE11 0EU

Telephone: 0191 4822084 (Please note there is no one on site during trip days, please contact our main office see above).

Email: officemanager@lamesleychildcare.org

Website: www.lamesleychildcare.org

Staff member	Role	Telephone
Nora Baldwin	Co-ordinator and Manager St Andrew's Church Hall	07862220182
Catherine Barrow	Manager Lingey House School and Quality Assurance Lead	07860411783
Angela Ruddick	Manager St John Boste Primary School	07540222091
Gillian Carruthers/Michelle Howell	Manager Oakfield Infant School and Oakfield Junior School	07950727289/07837208843
Julie Wright	Manager Harlow Green Community Primary School	07595282194
Louise Shepherdson	Manager Kells Lane Community Primary School	07540125974
Pam Nelson	Manager Springwell Village School	07921406175

II. Club contact details

Lamesley Childcare offer breakfast and after school clubs from seven school sites and centralized holiday care from Lamesley:

Lamesley Childcare at Harlow Green Community Primary School

Harlow Green Community Primary School, Harlow Green Lane, Gateshead, NE9 7TB.

Offering breakfast club (7.30am to 8.55am) and after school club (3.15pm to 6.00pm).

The Manager for both breakfast and afterschool club is Julie Wright, contact 07595282194.

Lamesley Childcare at Kells Lane Community Primary School

Kells Lane Community Primary School, Kells Lane, Gateshead NE9 5HX

Offering breakfast club (7.30am to 8.55am) and after school club (3.15pm to 6.00pm).

The Managers are:

Afterschool Club: Louise Shepherdson, contact 07540125974

Breakfast Club Leader/Afterschool Club: Yvonne Martin, contact 07860411783.

Lamesley Childcare at Oakfield Infants and Junior School

Oakfield Junior School, Chowdene Bank, Low Fell, Gateshead NE9 6JH

Offering breakfast club (7.30am to 8.55am) and after school club (3.15pm to 6.00pm).

The Managers are:

Afterschool Club: Gillian Carruthers, contact 07950727289

Breakfast Club Leader/Afterschool Club: Michelle Howell, contact 07837208843.

Lamesley Childcare at St John Boste Primary School

St John Boste Primary School, Washington, Tyne & Wear, NE38

The Manager for both breakfast and afterschool club is Angela Ruddick, contact 07540222091.

Lamesley Childcare at Springwell Village School

Offering breakfast club (7.30am to 8.55am) and after school club (3.15pm to 6.00pm).

The Manager for both breakfast and afterschool club is Pam Nelson contact 07921406175.

Lamesley Childcare at Lingey House Primary School

Offering breakfast club (7.30am to 8.55am) and after school club (3.15pm to 6.00pm).

Afterschool Club: Catherine Barrow, contact 0191 4106526 / 07860411783

Breakfast Club Leader: Sarah Arnell, contact 07862220180.

For information, please contact.

catherinebarrow@lamesleychildcare.org

Holiday Club at Lamesley Childcare

St Andrew's Church, Lamesley Crossroads, Gateshead NE11 0EU

Offering holiday provision (8.00am to 6.00pm). For information, please contact Catherine Barrow on 07860411783 or Nora Baldwin on 0191 4106526 or 07862220182.

Section 2: Membership Form Lamesley Childcare Membership Form and Contract

Please complete a Membership Form for each child.

PLEASE NOTE, IN LINE WITH THE GENERAL DATA PROTECTION REGULATION, WE NEED YOUR CONSENT TO HOLD INFORMATION ABOUT YOUR FAMILY. SIGNING THIS FORM CONSTITUTES CONSENT.

Summary information	
Club name: Lamesley holiday club	
Child's full name: Male/female	
Date of birth:	Age:
Address:	Postcode:
School attended:	Class:
School finish time:	
Parents/carers contact details	
Name of parent/carer:	
Daytime telephone number:	
Evening telephone number:	
Email:	
Emergency contact	
Name of emergency contact:	
Daytime telephone number:	

Booking your child into the club(s)

Please indicate which day(s) you wish your child to attend a club including what type of provision (breakfast club; after school club; or holiday care) and the frequency of use. Please note that this will form the basis of a legal contract with Lamesley Childcare to provide this care from September to July each year (a 39 week period).

Day	Club(s) (breakfast club; after school club; or holiday care)	Frequency (weekly; fortnightly; monthly)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Please note: Lamesley Childcare will not collect children in Reception Class until they are attending full time following any staggered introduction to the school day undertaken by some schools.

Collection arrangements	
I will be the main person collecting my child from the club:	
Name:	Relationship to the child:
Please note below the details of other person(s) who are authorised to collect your child from the club.	
Contact person 1	
Name:	Relationship to the child:
Address:	Postcode:
Daytime telephone:	
Contact person 2	
Name:	Relationship to the child:
Address:	Postcode:
Daytime telephone:	
Contact person 3	
Name:	Relationship to the child:

Address:	Postcode:
Daytime telephone:	
Medical information and special educational needs (SEN)	
Doctors name:	
Doctors address:	
Doctors telephone number:	
Does your child have any known illnesses or allergies? If yes, please detail	
Does your child have any special dietary requirements? If yes, please detail	
Is your child on regular medication? If yes, please detail	
Does your child require assistance with administering their medication?	
Does your child have any particular or special needs? If yes, please detail	

Does your child have a Statement Of Educational Needs?	
If your child or family has an Attached Social Worker, please could you give their name?	

Consent requests

It is a requirement that we gain individual consent for children to participate in some types of activities. Please read the consent requests below and indicate and sign as appropriate.

Consent for undertaking assessment observations	
I give permission for Lamesley Childcare to carryout observations on my child (these can be written, photographic or video). They can be used by Lamesley Childcare to record my child's achievements, learning and development and to plan their next steps. I understand that these records will be available for me to look at on request.	
I give permission/I do not give permission* for these observations to be shown to an Ofsted Inspector as evidence of Lamesley Childcare practice. (*delete as appropriate)	
Signed:	Date:

Consent for photographs	
We regularly take photographs within the clubs. This may be used for displays of work and/or included on our website and/or other publications.	
I give my consent/I do not give my consent* for my child to be included in photographs (*delete as appropriate)	
Signed:	Date:

Consent for administering medication	
Should your child need to take medication which has been prescribed by your GP, we will need your consent to allow Lamesley Childcare staff to administer the medication while in our care.	
I authorise/I do not authorise* Lamesley Childcare staff to administer medication (*delete as appropriate)	
Signed:	Date:

Consent for allergic reaction medication

If while at a Lamesley Childcare, your child has an allergic reaction to something, Lamesley Childcare will administer antihistamine to ensure that your child avoids development into a more serious stage.

I consent/I do not consent * to my child being administered with medication if they show signs of an allergic reaction while in the care of Lamesley Childcare (*delete as appropriate)

Signed:

Date:

Consent for emergency medical treatment

I consent/I do not consent to my child undergoing any emergency medical treatment necessary during the running of the club (*delete as appropriate)

Signed:

Date:

I authorise/I do not consent *delete as appropriate) Lamesley Childcare staff to sign any written form of consent required by hospital authorities if the delay in getting my signature is considered by the doctor to endanger my child's health and safety.

Signed:

Date:

Consent for routine activities off-site

Some of the routine activities of the breakfast and after school club(s) may involve visits or other short trips off the premises. In order for your child to take part in these activities, Lamesley Childcare must have your written consent. (For outings at the holiday care, you will be required to complete a signed form for each outing).

I do/do not want my child taking part in the excursions described above (*delete as appropriate)

Signed:

Date:

Consent for sun protection

As a club, we spend a lot of time in the outside area. Sometimes it is necessary to provide the children with sun protection.

I authorise/ I do not authorise* Playworkers to administer sun protection on my child (*delete as appropriate)

Signed:

Date:

Getting the most out of your club

At Lamesley Childcare we aim to promote a fun and caring environment for all our children. We understand that each child is an individual and we value their individuality. To help us to know your child better so that we can ensure an excellent quality of care, we would like you to include any further information you would like us to know about your child.

Your child (voluntary)

In this section you will have an opportunity to provide us with a detailed picture of your child as an individual.

Likes and dislikes (voluntary)

Please include any information about your child's specific likes and dislikes (for example: what they enjoy doing (activities and games); what they like to eat).

Cultural and religious needs (voluntary)

Does your child have any specific cultural and/or religious needs we should be aware of?

Detailed medical information

Any other relevant information (voluntary)

It is essential that we have a good understanding of your child's needs. So please ensure that you give us information that will allow us to support them (e.g. Does your child wear glasses? When are they needed? Do they have any dietary requirements (vegetarian; Halal meat).

Monitoring information (voluntary)

Ethnic group: Please indicate the child's ethnic group	
Languages spoken: Please indicate if your child speaks any languages other than English	
Childcare Tax Credit: Are you or will you in future be claiming the childcare element of the Working Families Tax Credit to make a contribution towards your childcare costs?	
Childcare Vouchers: Are you or will you in future be using Childcare Vouchers to make a contribution towards your childcare costs?	

Terms and conditions	
<p>This Membership Form, The How to Use Your Club Guide and our policies and procedures will form the basis of a legal contract to access services from Lamesley Childcare, in conjunction with any changes made detailed in the attached Changes to Contracts Form(s) and are the terms and conditions for using Lamesley Childcare services.</p> <p>All the information provided on this form will remain confidential in accordance with Lamesley Childcare's Confidentiality Policy and Data Protection (ICO).</p>	
I have read the above consent requests and I have marked them as appropriate.	
Signed:	Date:
I have read the How to Use Your Club Guide and agree these as the terms and conditions for using Lamesley Childcare services.	
Signed:	Date:

Section 3: Lamesley Childcare Changes to Contract Form

Changes to Contract Form						
Section 1: Permanent changes to the days booked to use the club						
Child's name:						
Club:						
Date changes to commence: (must be at least four weeks after submission of the request)						
	Monday	Tuesday	Wednesday	Thursday	Friday	Price
Current use						
Change to						
Reason for change:						
Parent/guardian signature:						
Date:						
Section 2: Termination of contract						
Child's name:						
Club:						
Date changes to commence: (must be at least four weeks after submission of the request)						
	Monday	Tuesday	Wednesday	Thursday	Friday	Price
Current use						
Change to						
Reason for termination:						
Parent/guardian signature:						
Date:						
Club use only			Head office use only			Date
Info entered into diary:			Daily register updated:			
Sent to:			Customer Directory updated:			
Date:			Action required If yes, CAR No:			
Signed:			Signed:			