



Information Pack 2021

Lamesley Childcare

The Lamesley Childcare Membership Pack has two sections:

- Section 1: How to Use Your Club Guide
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Section 1: How to Use Your Club Guide

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Lamesley Childcare

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Gateshead, NE11 0RY

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Email: info@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-seven years of experience we continue to grow and develop and currently care for up to 300 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 33 members, 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. 97% 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 centers, 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 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. 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 can choose what to eat from a selection including juice, cereal, crumpets, croissants, pancakes, bread and fresh/dried fruit. Children arriving after 8.30am will be offered 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 daily and can include beans on toast, pasta, cowboy pie and fresh fruit and vegetables. Children's suggestions are 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 and Harlow Green School), 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. Holiday programme and booking forms are available from our website www.lamesleychildcare.org. Bookings are made on a first come first serve basis.

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.

Food and refreshments: Lamesley Childcare provides a snack in both the morning and afternoon. Parents must provide a packed lunch. Breakfast is provided. A choice of cereal and 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 £6.00 and £10.00.

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. Payments for outings (i.e. the additional fee needed to cover transport and activity costs) must be paid by Monday 9am on the week the outing is arranged (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/Contract** each year (September to July) for each child. This gives you all the information you should need about using the club(s) and forms the basis of the terms and conditions for using Lamesley Childcare.
- Pay an **Annual Membership Fee**. This is an annual fee payable each June. The fee is £7.00 per family (and not child). If you join Lamesley Childcare in January, 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.
- **School notification:** You must inform the school that your child will be attending Lamesley Childcare provision
- **Policies and procedures:** There are a comprehensive set of policies and procedures for each club. Individual policies are available on request
- **Notification of any changes:** Please ensure that any changes, particularly to contact details or medication are given to Lamesley Childcare immediately.

Copies of our Membership/Contract forms and information about our services i.e. Prices, contact numbers and staff details are available on our website (www.lamesleychildcare.org). If you require hard copies of any of the documentation, please request this from the Club Manager.

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.jamesleychildcare.org) or available from the Club Manager. This can either be completed and submitted to your term-time club or emailed to holidaybookings@jamesleychildcare.org

2.2 Payment of fees

Fees should be paid at least one week in advance. Payment **MUST** reach our account by 9am Monday (as you will appreciate, we are a charity, and we cannot accrue arrears). Payment can be made by BACS or childcare voucher – please state how payment is being made on your membership form.

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. 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.

Holiday care: Fees are payable for all sessions booked, even if your child does not attend the session.

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).

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/Contract 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/Contract 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 in this pack).

The Membership/Contract Form is valid for one year (including the bookings made) from September to the July. Therefore, a new Membership/Contract 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/Contract Form

It is important that all information logged on the Membership/Contract Form is always up to date. 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 January, 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 charity and social enterprise, we are a non-profit making organisation. This means that we re-invest 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 is 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.

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

- Child's surname 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). Your club Managers will be able to give you the unique code for their club and also for holiday club.

Parents must also provide proof of payment when requested. 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. Weekly fees must be in our account by 9am Monday.

Our bank details are: Barclays Bank sort code: 203351 Account number: 43501159.

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 endeavor to always offer a full service, there will be times when we will have to take emergency action to ensure children and staff are able to return home safely. In this instance it is important that emergency contacts who are collecting children have the child's password, or we will be unable to hand the child over (in line with our safeguarding procedures).

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.

4. 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 Reaction to allergies

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. This can only be done if you have signed the consent detailed on your child's Membership Form.

6.2 Emergency medical treatment

In line with our policies and procedures, emergency medical treatment to be organized for your child should your child be involved in an incident within our care. We will endeavor 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.

6.3 Sun protection

Parents should make sure their child has sun protection on before bringing them into the club whenever possible, we can provide and apply sun protection on your child if weather conditions require this, providing you have signed the consent on the Membership Form.

5. 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.

6. Changing regular bookings

As bookings for breakfast club and after school club are usually made in September (as detailed on your Membership/Contract 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, a hard copy can be requested 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.

7. 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:

- Leave a review on our Facebook page.
- 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 and would always encourage any feedback on any aspect of our care.

8. Contact information

Email: info@lamesleychildcare.org

Website: www.lamesleychildcare.org

Managers details:	Role	Telephone
Nora Baldwin	Coordinator Manager St Andrew's Church Hall	07862220182
Sarah Arnell	Manager Lingey House Community Primary School	07862220180
Megan Straughan	Manager St John Boste Primary School	07540222091
Michelle Howell	Manager Oakfield Infants Primary School	07595282195
Pam Nelson	Manager Oakfield Junior Community School	07849398649
Julie Wright	Manager Harlow Green Community Primary School	07595282194
Louise Shepherdson Yvonne Martin	Managers Kells Lane Community Primary School	07540125974 07394419609

9. Club contact details

From September 2016, Lamesley Childcare will be offering 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.

Ofsted registration: EY360603

Lamesley Childcare at Kells Lane Community Primary School

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

Ofsted registration: EY362351

Lamesley Childcare at Oakfield Infants & Junior School

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

Ofsted registration: EY331741

Lamesley Childcare at St John Boste Primary School

St John Boste Primary School, Washington, Tyne & Wear, NE38 0HL

Ofsted registration: EY489445

Lamesley Childcare at Lingey House Primary School

Lingey House Community School, Millford, Gateshead, Durham, NE10 8DN

Ofsted registration: EY60672

Holiday Club at Lamesley Childcare

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

Ofsted registration: EY360616

Section 3: Lamesley Childcare Changes to Contract Form

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				
Signed:		Signed:				