

GROUNDWORK NORTH WALES

Holiday Club 2017



PARENTS/CARERS INFORMATION PACK

Groundwork North Wales, 3-4 Plas Power Road, Tanyfron, Wrexham, LL11 5SZ

Tel: 01978 757524

Email: holidayclub@groundworknorthwales.org.uk

June 2017

Page 1 of 15

Groundwork North Wales is a company limited by guarantee and registered in England and Wales.

Charity Registration Number 1004132 / Company Registration Number 2614714

CONTENTS		
1.	Introduction	
2.	Booking Policy	
3.	Registration	
4.	Club Hours	
5.	Pricing Policy	
6.	Club Structure	
7.	Activities	
8.	Behavior Policy	
9.	Play Workers Conduct	
10.	Health and Safety	
11.	Safeguarding Children	
12.	Contingency arrangements	
13.	Equal Opportunities	
14.	Making a Complaint	
15.	Complaints Form	
16.	Disclaimer	
17.	Where to find us	

1. MISSION STATEMENT

Welcome to Groundwork North Wales Holiday Club. At our club we offer quality, affordable and fun childcare for children ages 8-14. Our aim is to provide a different type of childcare, one which offers an outdoor space where children have the freedom to be children; imagine, play games, jump, hide, run, climb and learn about the great outdoors.

Originally the Groundwork Holiday Club was set up in 2011 in response to a growing demand from parents and carers. The Club is distinctive with an all-inclusive adventurous approach to 'good old fashioned' outdoor fun. There is no technology and our Holiday Club cabins are surrounded by secure woodlands, meadows and ponds to explore and play in.

We believe that all of our open space allows our holiday clubbers to be physically active and challenge themselves, so they sleep and eat well and form healthy habits that will stay with them for life. We also believe that children who gain a knowledge and appreciation of nature are more likely to become adults with a greater sense of environmental awareness.

The opening hours of the club are 8.30 am to 5.30pm and we open every school holiday, apart from the Christmas period. Occasionally we will also run taster days at the weekend, or during bank holidays to encourage friends and families to mix together and join in the fun. All our registered parents and children are notified of these days well in advance in our parent newsletter.

We are lucky enough to have a Holiday Club that is run by qualified play workers, Forest school practitioners and qualified Teachers who are well trained, approachable and fun. Every day our holiday club is staffed by workers qualified in paediatric first aid and who have a minimum level 3 qualification in play work related subjects.

We are a registered childcare provider with the *Care and Social Services Inspectorate Wales (CSSIW)* and regulations set out by the Welsh Authority to provide the best childcare possible for you.

Our Holiday Club is managed by Groundwork North Wales, which is a not for profit organisation who decide on our policies and maintain our site.

Listen to what one local mum had to say about us:

“ They really do provide a wonderfully different type of holiday club, they don't have computers, any electronic gadgets or gizmos, kids are encouraged to play all sorts of outdoor games, create wonderful craft work from natural materials, and take part in team games. They build and cook on camp fires, pond dipping, create puppet shows, and loads more too. My kids can't wait to go to Groundwork, and nothing says happy kids like muddy shoes and great, big, beaming smiles when you pick them up! ”

2. BOOKING POLICY

June 2017

Page 3 of 15

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Places at our holiday club are limited by the size of our rooms and the ratio of children to play workers (1:10). It is important to reserve a place for your children in advance of when you would like them to attend. If the Holiday Club is full, a waiting list will be drawn up and you will be notified of the next available space, or if there is a cancellation and a space becomes available.

Bookings should be made in advance, by telephone, email or on a booking form (available from the website and electronic newsletter). A booking is not sure until you have email confirmation.

ALL BOOKED SESSIONS WILL BE CHARGED FOR.

If your child cannot attend please let a member of staff know as soon as possible and we will do our best to rearrange a time.

3. REGISTRATION

We need some basic information about your child to ensure we provide them with an appropriate service. Please complete a new registration form (enclosed) and return it to a member of staff. We are required to keep this information appropriately as stated by the Children's Act 1989.

We welcome anyone who would like to meet us and see our site before registering to get in touch. A mutually agreed time can then be arranged after which registration can take place.

4. CLUB OPENING HOURS

Location: Groundwork North Wales, 3-4 Plas Power Road, Tanyfron, Wrexham, LL11 5SZ

Hours: Monday-Friday (exc. Bank Holidays) 8.30am - 5.30pm

Children will be required to bring their own packed lunch for the day and wear appropriate clothing for outdoor activities. We encourage children to bring a spare set of clothes.

NOTE: Please see our policy on "Uncollected Children" for further information.

5. PRICING & PAYMENT

To secure a place for your child, fees are payable in advance. Payments can be made by phone, cheque, childcare voucher or the correct amount in cash. Cheques should be made payable to **Groundwork North Wales**.

Ad-hoc bookings may be made during the holiday time (subject to available spaces).

TIME	COST	DISCOUNTS
Full Day	£22 per child	£37 per day for 2 siblings (£16 any additional siblings)
Half day (8:30-12:30 or 1:30-5:30)	£15 per child	

Loyalty Card Rules:

We also have a loyalty card to offer our repeat customers a free day to say thank you. Please see a member of staff for a loyalty card when you first drop your child off. You will then receive a stamp each time you drop-off (one per child). When you collect 7 you will get your 8th DAY FREE!

Please familiarise yourself with the following rules:

- » Loyalty Card holders must produce their full FREE card the morning of Holiday Club.
- » Loyalty cards are usable for the duration of 2016 only.
- » No change will be given for unused points.
- » Loyalty cards have no cash value, and cannot be used to subtract from payments.
- » Free days must be booked ahead at least 24 hours in advance.
- » Free places require the normal booking procedure.
- » The offer is subject to change.

If you are having difficulty paying fees, or need further explanation of pricing and special offers, please speak in confidence to a member of staff.

6. CLUB STRUCTURE

Our holiday club is managed by Groundwork North Wales which is a not for profit organisation, who oversees the effective running and management of the Club. Any profit made by holiday club goes straight back into other community projects across North Wales.

Help of any kind is always appreciated and indeed is essential if our club is to run efficiently. If you would like to discuss how you can help please see a team member. We are lucky enough to have some very supportive parents, carers and children, who have helped spread our message, bring in fun resources to use and support us on our free holiday club taster days.

7. ACTIVITIES

We excel at providing the very best outdoor play opportunities and we believe it is because of this that we won the parents' choice and holiday club of the year at the Wrexham Childcare Awards 2015. We aim to provide a wide range of outdoor activities and themes to suit all ranges of ages and abilities on the day. We encourage play to be child led, with our play workers facilitating children's engagement. Typical activities include:

OUTDOOR	Den building, pond dipping, man hunt, roundhouse, kite flying, bug hunts, habitat building, water slides, bush craft, campfires.
ARTS & CRAFTS	Painting, collages, modelling, clay and colouring
GAMES	Board games, co-operative games and quiet games
SPORT	Tennis, football and a parachute, hopscotch skipping and hula-hoops.



8. BEHAVIOUR POLICY AND RULES

We like to have as few rules as possible but some are necessary for the good of the majority. It would help us if parents encouraged children not to bring electronics or anything of value, to avoid any upset through loss or damage.

We also ask for you to discuss the following rules with your child before joining Holiday club, this way everyone knows what to expect.

We encourage all children to abide by the rules below:

- ✔ Behave sensibly whilst moving around the clubs activities and premises.
- ✔ Listen to play worker instructions at all times
- ✔ Help and show respect to other children, staff, premises and equipment
- ✔ Never leave the Club unless with parents or named collector
- ✔ Stay within the agreed play areas
- ✔ Run and play physical games within agreed areas
- ✔ Never bully, fight or use inappropriate language
- ✔ Never discriminate against others or behave in a way which may harm or upset others

These rules have been drawn up to encourage happy and safe play. If your child's behavior gives cause for concern you will be told by a play worker, verbally in the first instance. If the behaviour persists a letter will be sent to you informing you of the continuing problem. If the problem persists we reserve the right to review your child's place and as a last resort may exclude the child, for the safety of the rest of the children.

The play workers abide by the same rules so that the children can learn by example; they use positive behaviour management strategies and do not shout (except in extreme emergencies where children may be at risk).

In an open space setting play workers will use a whistle to gather children at a set meeting point. Children are introduced to what the whistle means at the start of the day, and that it is only blown in cases where play needs to stop, and headcounts need to be made.

Children will be safely and appropriately supervised at the setting.

In the unlikely occasion of a child becoming lost or missing, staff will search the immediate area whilst conducting a headcount to ensure the safety and attendance of all other children. The police will then be informed. The parent(s)/carer(s) will then be contacted, and the CSSIW will be notified.

NOTE: For further details, request a copy of our Behaviour or Lost/Missing Child policies

9. PLAYWORKERS' CONDUCT

We have staff with a wide variety of skills, experience and qualifications related to the care and development of children. These range from play work qualifications, forest school practitioners, qualified teachers and teaching assistants. They are expected to follow their training and these basic rules:

1. Welcome the children each day and jointly decide on the activities for the day
2. Actively encourage the children in their chosen activity
3. Mediate in disputes
4. Show sympathy and understanding of the children's needs

In the event of a dispute:

1. Inform the supervisor in the first instance
2. Complete an Incident Report Form
3. Try and resolve the dispute, or come to happy compromise

In the event of an accident play workers should:

1. Inform the supervisor and first aider on duty
2. Treat minor injuries only if parents/guardians have completed a First Aid Consent form, otherwise cover the wound with a clean dressing only.
3. Fill in the accident report form.

Play workers should not:

1. Physically punish or humiliate any child
2. Lose their temper or shout
3. Label or show favouritism towards any child
4. Use nicknames without permission.

10. HEALTH AND SAFETY

Safety is paramount for us, especially because of our outdoor and exploratory nature. We always seek to provide a safe environment for all children. Our health and safety policy is available on request to any parent that may need their mind putting at ease. The equipment is regularly checked and maintained too. We undertake daily assessments of risk and full risk assessments of different activities, and where appropriate take preventative action. An accident book and incident book are kept, in which we record all accidents/incidents, however minor they may appear, therefore you may be asked to sign the book each time an entry is made for your child.

Fire drills are held on a regular basis across the whole Groundwork site to ensure everyone, including our visiting children, are mindful of the correct procedures. These are also logged in the fire drill logbook. A member of staff will be available to advise on the appropriate fire exits to use.

There is a play worker trained in first aid present at each session and they will carry a first aid box during all outdoor activities, which is regularly checked and restocked.

Infectious Illnesses

At our Holiday Club, the children's health is paramount. In order to keep the spread of infections and illnesses under control, we would ask parents/guardians not to bring their children if they have had sickness or diarrhoea in the previous 48 hours. Children who are poorly on arrival will be refused entry and will be the responsibility of the parent/ guardian. It is also important that the children are kept at home if they have impetigo, conjunctivitis or any other infectious illnesses. We would also ask parents/guardians to notify us if German measles, chicken pox or slapped cheek disease are diagnosed. In the case of infestations such as head lice being noticed/reported, staff will inform all parents of the problem and advise them how to proceed.

Food

The Club does not provide food however on occasion small snacks (such as biscuits, fruit, marshmallows, and chocolate) will be offered and drinks are available throughout the day.

First Aid Form

We are unable to apply basic first aid such as treating minor wounds without your consent. Please complete, sign and return the First Aid Consent Form within your registration form if you are happy for us to administer first aid.

Administering Medication

We are unable to administer any medication to your child but with your written consent, we can remind and monitor self-medication.

NOTE: For more details request our medication policy

11. SAFEGUARDING CHILDREN

Groundwork North Wales has its own safeguarding procedures and policies, which are available on request. We notify our registration authority the CSSIW with any changes in our arrangements, which may affect the well-being of the children at our holiday club.

We always work within the legal framework, and within the Safeguarding Children guidelines.

We acknowledge that abuse of children can take different forms, physical, emotional, sexual, and neglect. When children are suffering from such abuse, this may be demonstrated through changes in their behaviour or in their play. When such changes occur the holiday club will investigate. Investigation will be carried out with sensitivity and play workers will take care not to influence the outcome either through the way they speak to children or by asking questions. Where a child shows any symptoms of “failure to thrive” or of neglect, we will make appropriate referrals.

We work within the legal framework, and within the area Safeguarding Children guidelines.

Any concerns regarding child abuse, please contact **Wrexham County Council Children’s Social Care:**

Tel: 01978 292066

Email: socialservices@wrexham.gov.uk

12. CONTINGENCY ARRANGEMENTS

If a member of staff is taken ill during a session and has to be taken to doctor, hospital, home, other vetted persons from Groundwork North Wales will attend the situation and a DBS checked sessional play worker bank may also be contacted to step in.

13. EQUAL OPPORTUNITIES

Children who need extra support in school may not need extra support within a play setting. Some children however may require specific treatment, facilities or care while in the Club that is above and beyond the usual provision for most children. The club aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. The club supports integration and the treatment of all children and adults as individuals, wherever this is possible.

One happy parent said:

“ My two boys had their first day in holiday club today and I can say they are both very happy. My boy has ADHD and does find it hard at times but he said you were all brill. Thank you! ”

We aim to provide:

1. Positive images of different races, religions and cultures
2. Positive roles in play and care
3. Facilities for all abilities
4. A wide range of outdoor play opportunities for girls and boys

We aim to challenge:

1. Racist or sexist comments
2. Bullying or name calling
3. Staff are recruited within an equal opportunity framework

14. MAKING A COMPLAINT

If you have any cause for concern we need to know so that we can investigate and sort out the problem. Please use the following procedure if you have a complaint:

1. Speak informally to the supervisor on the day to sort out the problem.
2. If you cannot agree a solution, or the problem persists, ask for and complete a complaints form and this will be forwarded to senior management, who will give a written response within 7 days.
3. If you are still not happy with the outcome you have the right to complain directly to the CSSIW (care and social care inspectorate wales) by:

Phoning: 0300 7900 126 / 0872 437 7301

Emailing: cssiw.north@wales.gsi.gov.uk

Writing to: CSSIW North Wales Region, Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ

15. COMPLAINTS FORM



Appendix One

Complaints Form

TO PROCEED WITH A COMPLAINT PLEASE COMPLETE THIS FORM AND RETURN TO THE HR DEPARTMENT. THIS FORM WILL ENABLE THE COMPLAINT TO BE DEALT WITH APPROPRIATELY.

Your name:

Your contact telephone number:

Your e-mail address:

Your address:

Postcode:	<input type="text"/>
Is your complaint on behalf of an organisation or group?	YES/NO (please circle as appropriate)
Name of organisation or group	<input type="text"/>
Position you hold	<input type="text"/>
Address of organisation / group	<input type="text"/>
Phone number of organisation / group	<input type="text"/>
E-mail address of organisation / group	<input type="text"/>

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date, time & location of where the incident occurred:

Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to the staff member regarding your complaint please give the date & name of staff:

What do you think should be done to put things right?

Please note that in investigating your complaint Groundwork North Wales may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

Once completed please & return this form in the enclosed stamped addressed envelope.

We will acknowledge receipt of your complaint within 5 working days of receipt.

Please indicate how you would prefer to receive this acknowledgement by ticking the appropriate box:

By letter ☐
By phone ☐
By email ☐

16. DISCLAIMER

This information provided in this pack was valid as of 17th June 2016. It should not be assumed that there will be no changes affecting either the arrangements generally described in this document or in any particular part of it before publication of the next issue. We will endeavour to keep parents/carers aware of any changes through our electronic newsletters, notice boards or our website.

A full copy of all our Policies and Procedures are available on request

We hope that your child enjoys their time at our holiday club.

If you have any queries or if we can be of any help, please do not hesitate to contact a member of the team by phoning **01978 757524** or email holidayclub@groundworknorthwales.org.uk

17. WHERE TO FIND US

Groundwork Holiday Club

3-4 Plas Power Road,
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Tel: 01978 757524

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