



**Tetita Childcare**  
**Breakfast, Afterschool & Holiday Club**  
**Handbook**

## **ABOUT THE CLUB**

Tetita Childcare Club is Ofsted registered childcare provider, providing wraparound care for parents and schools in the local community. The club is open\* from 7.00am until 8.30am and 3.10pm until 5.30pm weekdays, during term time. We also offer holiday care (except bank holidays) from 8.00am to 5.00pm.

### **Aims**

At Tetita Childcare, we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

### **What we offer**

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, cookery, and reading.

### **What we provide**

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks and drinks. We follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### **Staffing**

Our Club is staffed by a manager and playworkers and where needed, volunteer staff. We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio as required by Ofsted

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

### **Organisation**

Tetita Childcare is run as a private business, employing five staff. We hope to have a close working relationship with our schools in order to ensure continuity of care, and to maintain good communication links.

## **Policies and procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

## **Early Years Foundation Stage**

EYFS applies to all children from birth through to the end of their reception year. The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We use positive encouragement and praise to motivate the children in our care and aim to develop caring, respectful, professional relationships with the children and their families. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them and we try to tailor the experiences we offer the children in our care according to their individual needs and abilities. For more details see our **EYFS Policy**.

# TERMS AND CONDITIONS

## Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Please note in completing and signing the form you are confirming that you agree to the terms and conditions of the club one of which is that we will not give a refund for sessions cancelled without prior 48 hours notice. Payments can be carried over to a new term but not refunded.

## Payment of fees

Fees are payable monthly in advance by cash, bank transfer or childcare vouchers. We accept childcare vouchers from various schemes. .

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given). Please contact club for fees.

We do not charge for bank holidays and professional training days.

Completion and signing of registration form is an indication that parents and carers agree to the terms and conditions of the club one of which is that we will not give a refund for sessions cancelled without prior 48 hours notice. **Payments can be carried over to a new term but not refunded.**

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Our account details are as follows:-

Lloyds bank plc

Account Name: Tetita Childcare Limited

Account number 29871668

Sort Code 30-18-06

**Please use your child's name as reference.**

## **Changes to days and cancelling your place**

You must give us one month's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

## **Temporary changes**

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

## **Arrivals and departures**

Our staff will meet children at the School entrance and take them to the Club. A register is taken when children arrive in our care, and you must sign in and out your child each day when you drop and collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance and a password will be given. We will not release your child into the care of a person unknown to us without your authorisation.

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

The club finishes at 5.30pm, if you are delayed for any reason please telephone the Club to let us know. We maintain a very strict policy as the hall might need to be used by other hirers and so we need to make sure we have vacated the premises by this time. A late payment fee of £5 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.00pm and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

## **Child protection**

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

## **Equal opportunities**

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

### **Special needs**

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

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

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

## GENERAL INFORMATION

### Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

### Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

### Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

### Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

### Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

## **Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.



## PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

## CONTACT INFORMATION

### Breakfast, Afterschool & Holiday Clubs

Locations:

Lower Halstow Primary School	St Peter's Catholic Primary School	Iwade Village Hall
School Lane, Lower Halstow	West Ridge	Ferry Road
Sittingbourne ME9 7ET	Sittingbourne ME10 1UJ	Iwade, ME9 8RG
07724 664 724	07883 467 561	

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### Contact Details:

**Tetita Childcare Limited**

e: [admin@tetitachildcare.com](mailto:admin@tetitachildcare.com)

m: 07724 664 724 & 07883 467 561 (Please leave a voice message if there is no reply)

f: [www.facebook.com/tetitachildcare](https://www.facebook.com/tetitachildcare)

w: [www.tetitachildcare.uk](http://www.tetitachildcare.uk)

### Schools

Newington CEP School: 01795 842 300

Lower Halstow Primary: 01795 842 344

St Peter's Catholic Primary: 01795 423 479

### Early Years and Childcare Service

Brook House

John Wilson Business Park

Reeves Way

Whitstable

Kent CT5 3SS

Tel: 0300 0418 950

## **Ofsted**

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Store Street  
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