



WELCOME TO THE FAMILY





YOUR BOOKING DETAILS

Dear parent / guardian

We are so excited to see that you've decided to join us this holiday! Great decision! By now, you should have received your booking confirmation. If this isn't in your inbox, try checking your spam folder. (we sometimes end up in there!)

In preparation for your day, please ensure the following:



Please bring a packed lunch and a bottled drink that can be refilled. We also have two snack breaks, so ensure you have plenty of snack. Please label all lunchboxes and bottles.



Comfortable clothes and sensible shoes, we can sometimes get a little messy, so leave your glad rags at home!



Please leave any soft toys, electronics and non essential personal belongings at home. Any items that you would like your child to bring, please ensure it is cleaned before attending.



Please pack hats, sun cream and extra water if the weather is warm. If we are not so lucky, coats, hats and warm clothing. Ensure all belongings are labelled clearly with your child's name.



FAQ'S

What if I need to contact you about my child on the day?

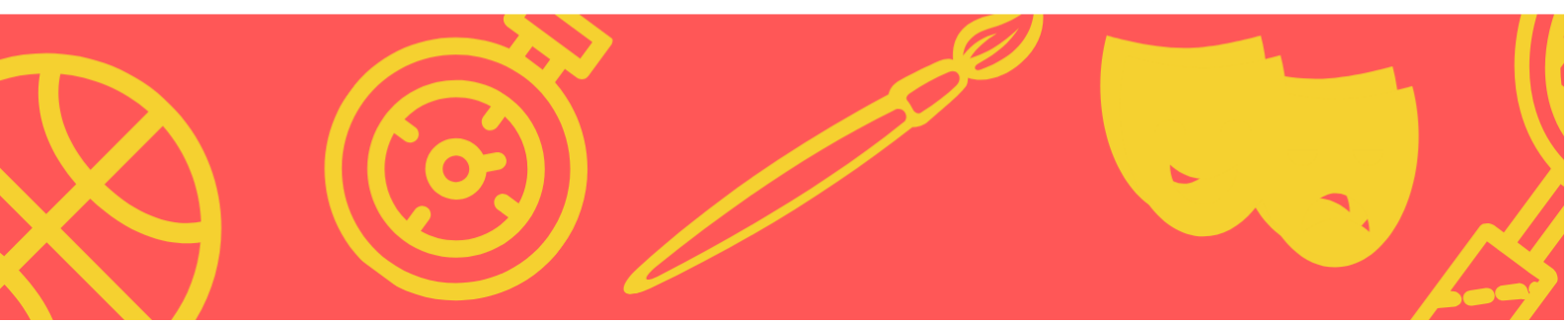
Should you need to contact the staff at the club for any reason, you can do this by calling the number on your club contact card. You will receive this on your first visit. You may want to save this number for future holidays. If you want to call the office to make a change to your booking, please do this by calling 01543 651894

My plans have changed, how can I cancel or change my booking?

Should you wish to cancel your place, where possible please give 48 hours written notice and your account will be cleared without any charge. You may write to us, or email us at admin@jcademy.co.uk. If you do not give us written notice, your account will be charged for the full day. If write to us with less than 48 hours notice, you will be charged a 10% fee of the booking. We cannot accept cancellations via the phone. All cancellations must be in writing. If you would like to amend your booking, please send your requirements to admin@jcademy.co.uk and await confirmation.

Am I entitled to Taxfree Childcare?

You may be entitled to pay for holiday club using the government scheme, taxfree childcare. Because our venues are Ofsted registered, it means you may be able to claim for 20% of your childcare costs. You can find more information on how to apply here <https://www.gov.uk/tax-free-childcare>. If you already have an account, please send your unique reference code before making payment to allow us to match your payments to your account.





How do I pay by Childcare Vouchers?

All you need to do is check your balance, head over to your voucher website and send payment to JC Academy with the reference of your child's name. Once we have confirmation of the amount being received, we change your balance accordingly. Here's who we have accounts with, and how you can find us!

For all of the below providers, please search postcode WS13 6RQ or Ofsted number EY489961

Kiddivouchers

Fideliti

Care4

Busy Bee's

Enjoy Benefits

Computershare

Allsave

Co op

Sodexo

RG Childcare

If you are using Edenred – Please enter P number 'P20977657'

Payments & Fee's

If you have booked at the early bird price, you will need to complete payment in full or risk your booking returning to full price when the offer ends. Don't worry, we will send you a reminder!

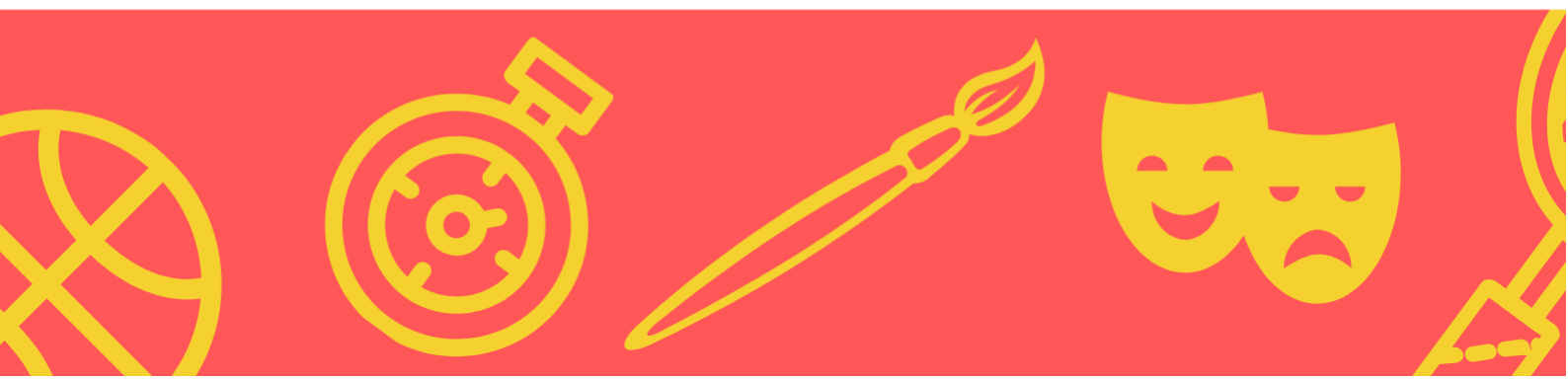




Parents will have to make payment BEFORE or on the morning of attendance. Your child will not be able to attend without a paid for place. We can now accept payment on the day via card, and also over the phone. Please note that we are CASHLESS and do not accept cash at any of our venues.

We allow 10 minutes grace for collection, if you are more than 10 minutes late collecting your child you will be charged £5 every 15 minutes. If you have not collected your child or made contact with JC Academy staff within an hour of club finishing, social services will be called to collect your child.

Please take a look through this pack to find our policies and procedures.



Prevent the spread of COVID-19 in JC CAMPS

- 01** To minimise contact we are asking parents to drop children before 9.30am and please do not collect before 4.30pm unless in an emergency.
- 02** You will not be able to enter the premises but staff member will be on hand to greet you and welcome the children to camp.
- 03** Please ensure your contact information is up to date on your online account and ensure staff have a contact number for you.
- 04** If you or your child are showing symptoms such as a high temperature a new, continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours, a loss or change to sense of smell or taste – this means they cannot smell or taste anything, or things smell or taste different to normal, please do not attend club. You may return once you have isolated for 14 days or have had a negative test result.



- 05 Please leave toys, electronics, and teddies at home.
- 06 Where possible please provide your child with shoes that do not have laces – this minimise contact staff have with children.
- 07 Please ensure water bottles and lunchboxes are clearly labelled and thoroughly cleaned each night.
- 08 If your child requires medication, please provide staff with supplies that can be kept on site throughout the summer holidays. If this is not possible, please thoroughly clean the packaging each evening before returning to camp.
- 09 We are not accepting walk-ins.
- 10 Children's temperatures will be taken via contactless thermometers on arrival and recorded.

- **Parents/carers must settle their bill before attendance** - Unfortunately, we have had to introduce this policy as quite often we find accounts not being settled meaning our admin staff have to spend extra hours chasing these outstanding payments every term.
- **No show fee** - We understand that plans change, and not always can you attend your booking. However it is very important that the booking is cancelled as soon as you are aware you are unable to make it. Our clubs can get extremely busy and we often have to place children on the waiting list. If we are not aware that you cannot make your booking, we are unable to accommodate the families on the waiting list. There will be no 'no show fee' if the booking is cancelled, otherwise there will be a charge for a full day for bookings that are unattended. Cancellations are only accepted via email, and the period is 48 hours notice to avoid charges.
- **Late collection fee** - Again, we understand with rush hour traffic you can sometimes be a little late when collecting your children. If you know you are going to be late please give us a call to let us know your approximate time of arrival but also be aware that there will be a charge for parents arriving late of £5 for every 10 minutes.
- **Tax Credit letters** - We are more than happy to provide you with a letter to state what was used for the last holiday club for tax credits free of charge. However if you require a more in depth letter detailing use of clubs beyond the most recent there will be charge for this service dependent upon how far the letter needs to backdate. Please let us know as soon as possible after each holiday if you require this service.

Booking and Registration

It is our policy to provide our child care facility to all children, including those with additional needs or disabilities.

To make a reservation for your child or for more information contact 01543 651894

Before you can make any bookings with us, we will need full details of both parent and child. This is an OFSTED requirement and will need to be updated whenever your details change. If there are any changes to your circumstances or your child's medical information it is your responsibility to inform the team and make changes to your account.

We require full information on the child and the parent/carer as well as emergency contact details and disclaimers to certain requests.

All information is kept confidential and secure in line with data protection laws

Working with Parents

Building a strong relationship between parents and JC staff is essential in providing children with a respectable environment.

We will continue to work with parents in order to provide quality care for their children. In order to maintain a high standard of working together, we ensure the following is put into place:

A complaints, comments and suggestions programme is in place at the club and clearly advertised to parents.

Regular feedback questionnaires are sent direct to the parent/guardian

Parents have access to any records kept about their child and will always be consulted in respect of the care available

The policies and procedures are available for viewing at any time. If you require your own copy, please ask a member of staff.

Parents and the Manager will work together on any matter where a protocol needs to be written to meet a child's individual needs

A notice board showing the telephone numbers for OFSTED and other children's services will be available

All staff are approachable and will assist parents with any concerns/matters whenever possible

Information about the children's activities and events will be regularly distributed and displayed

You will be provided with a direct contact number for the staff working with your child on that day.

Children Settling In

All children are unique and the amount of time that a child takes to settle into our Club can vary. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

The Club would usually encourage parents/carers to visit the premises with their children before they are due to start, however this is not possible given the current circumstance with Coronavirus.

Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Club.

Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, and have both registration and signing out procedures made clear.

Club expectations will be explained to the children and they will be encouraged to ask questions and raise any concerns. The children will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions to the Fire Safety policy.

The children will then be encouraged to get to know the other children and settle into the group. Where appropriate a new child will be assigned a staff member that will ensure that your child feels included in play and activities and that their needs are being met. All staff will supervise children new to the Club to ensure that they are happy in their new surroundings.

The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences. Staff will ask how a child is feeling, what activities they enjoy and if they are unhappy about anything. It seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff. Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Club. If parents/carers wish to meet with the Manager, they should make an appointment to come in for a chat.

Staffing and Recruitment

Staff are recruited through a series of interviews. OFSTED state that we must have at least 50% qualified staff at all times. However at JC Academy, we only recruit qualified people or people who are working towards their qualification.

We continually offer training to keep our team up to date with qualifications and knowledge. All staff are required to undergo child protection, first aid, safeguarding and health and safety training during their employment.

All staff will be DBS checked before they start employment with us. The staff member will not be able to work with children until this process has been completed and we are satisfied with the outcome.

Staff will receive monthly review meetings with their line manager. Here they will have the chance to speak about any concerns or feedback they may have regarding their role.

When a new member of staff starts work at JC academy will give him or her:

- our terms and conditions,
- all our Club policies including safeguarding, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

Disqualification

The Club will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. Note that a member of staff can *become* disqualified if they live in the same household as another disqualified person, or if a disqualified person is employed in that household. If a member of staff becomes disqualified we will terminate their employment and notify Ofsted.

Safeguarding

It is our duty to protect and safeguard the interests of all children.

If a member of staff suspects a child is being abused they will need to raise their concerns with the Manager. The safeguarding officer will always contact the appropriate agency dependant on region. They will advise on what action to take next.

If an allegation is made against a member of staff then we will contact Ofsted and LADO will also be contacted. Child abuse can take many forms; professionals often categorise abuse as either emotional, physical, sexual or neglect. Not all types of abuse have visible signs

All children have the right to be safeguarded from harm or exploitation whatever their race, religion, first language or ethnicity, gender or sexuality, age, health or disability, political or immigration status

We understand the importance of working in partnership with children, their parents/carers and other agencies in order to promote children's welfare

We will endeavour to safeguard children and young people by:

Valuing them, listening to and respecting them

Involving them in decisions which affect them

Making sure all staff and volunteers are aware of and committed to the safeguarding policy and child protection procedures

Sharing information about concerns with agencies who need to know, and involving children and their parents/carers appropriately

Recruiting staff and volunteers safely, ensuring all necessary checks are made

Adopting a code of conduct for all staff and volunteers

Providing effective management through induction, support and training

Ensuring staff and volunteers understand about 'whistle blowing'

Dealing appropriately with allegations/concerns about staff or volunteers, in accordance with Government guidance

Both staff and children will be treated fairly and listened to, no judgements will be made. After reporting the incident, the manager then has a duty of care to the child/member of staff with ongoing support, observation and building/rebuilding trust.

Equalities Policy

We will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

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. Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.

Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.

Ensure that its services are available to all parents/carers and children in the local community.

Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.

Work to fulfil all the legal requirements of the Equality Act 2010.

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club where necessary, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome. Where one-to-one support is required we advise sourcing additional funding to obtain extra support at camp.

Behaviour Management Strategies

The Club, the Manager, and the staff will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

If your child is unable to follow procedure surrounding coronavirus and is putting themselves and others at risk of infection you may be asked to collect early.

Behaviour management in the Club will be structured around the following principles:

- Staff and children will work together to establish a clear set of club expectations governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate. Parents/carers will also have access to the Club's Ground Rules to encourage unity and consistency
- The Club's 'expectations' will apply equally to all children, staff and parents/carers
- The Club's 'expectations' will be put on display in view of the children, staff and parents/carers
- Positive behaviour will be reinforced with praise and encouragement
- Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues
- When dealing with challenging behaviour, staff will always communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, staff will investigate strategies and offer consistent care whilst at the Club
- Staff and parents/carers will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another
- Staff and parent/carers will avoid shouting in the Club (at work)
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them understand the inappropriate aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently

- Staff will try to discuss concerns confidentially with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it
- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation
- The play space will be well resourced and planned to meet the needs of the children and young people and therefore offering a variety of play opportunities

Medicines, illnesses and injuries

We will administer medication to a child only if it has been prescribed by a doctor for that child. It will need to come into the setting with the full label on which includes the child's name, the name of the medicine, doctor's name and the expiry date of the medicine.

All medicine will be inaccessible to children and stored correctly.

If your child is showing symptoms of coronavirus they will be isolated immediately and you will be asked to collect early. Your child will be able to return after a negative coronavirus test.

The parent will need to give written permission prior to administration of any medicine. The parent will need to fill out a form with a member of staff regarding the times and dosage of the medicine. If the medicine is needed over more than 1 day then a new form will need to be filled in every time. At the end of the day the form will need to be signed by both the member of staff and the parent/adult who is collecting that child.

A cupboard clearly labelled in the room will include medicines such as inhalers and epipen's etc, they will be clearly labelled and have information on them regarding the child's specific needs with the particular medication.

On your registration form it will ask the parent to provide the setting with sufficient information if their child has specific medical conditions or long-term medical needs.

Training will be provided to staff if a child attends our setting and requires the staff to have more knowledge on the particular condition. Training will be specific to the individual child concerned.

For children administering their own medication, this will need to be recorded and put into their records.

If a child becomes ill whilst in our care we will contact the primary parent to collect the child. If the primary contact is not available then we will use the next available contact on the child's registration form. We will continue to monitor the child and make as comfortable as possible until the responsible adult collects the child.

In the unlikely event of a child having a serious accident , injury to, illness or death of any child whilst in our care we have an obligation to inform Ofsted within 14 days of the incident occurring. We also have to inform our local child protection agency and act on any advice given.

At least one person who has a current paediatric first aid certificate will be on the premises at all times. However all our staff are offered this training.

There is a first aid box containing everything required to appropriately treat the children. Our first aid boxes are replenished when needed and are checked weekly by a senior member of staff.

We keep a record of all accidents and first aid treatment given to every child. We must inform parents of any accidents and first aid treatment given whilst in our care at the first available opportunity. The accident form will be kept on the child's personal file.

We will inform parents of any infectious illnesses or notifiable diseases by putting a sign up in the room. It will include information about the illness, sign/symptoms and incubation period.

All children who receive first aid are to be given a first aid or bumped head sticker. Bumped head stickers are to have the time and initials of the staff member

For medicines that are to be kept refrigerated, fridges temps will be taken every day to ensure suitable for medication. These are available for parents viewing

Food and Drink/Allergies

JC Academy enforce a **nut free zone** within all of our clubs. We ask **that you do not** bring the following foods into club.

- Any type of nut or sesame seeds (children allergic to nuts may also have a severe reaction to sesame)
- Fruit and cereal bars that contain nuts
- Chocolate bars or sweets that contain nuts, including sweet selections e.g. 'Celebrations'
- Bread containing nuts or sesame seeds
- Crackers or crispbreads that contain nuts or sesame
- Nutella or similar
- Peanut butter
- Cakes made with nuts
- Chocolates
- Muesli bars
- Baklava
- Nougat
- Biscuits with nuts
- Turkish Delight
- Ready meals containing nuts
- Any foods that state '**not suitable for nut allergy sufferers**' or '**may contain nut traces**'

Please check all products that you bring into club and if you are not sure whether they contain nuts, **please leave them at home.**

Children are required to bring their own packed lunch and drinks each day. Although at present we do not provide food, we believe that snack time/mealtimes are an important part of the child's daily routine. Mealtimes are a good food for encouraging children's social times between adults and other children. It gives adults the chance to talk about healthy eating and how important food and drink is for our bodies.

Children are not encouraged to share and swap food at lunch time.

We require staff to be sensitive around a child's dietary requirements

Fresh drinking water will be available for the children throughout the day, we like to encourage children to use the drinking station independently. Whilst we provide drinks for throughout the day we do recommend that your child brings their own drinks bottle that is clearly labelled with their name.

When your child attends our activities we will ask you to complete a pre-activity form (registration form). This form allows us to obtain record and act on any information from parents regarding their child's dietary needs and requirements.

The information will be shared with staff in the setting to ensure that every measure is taken to ensure the safety of every child regarding allergies and dietary needs. We do ask parents to keep us updated of any changes to their child's health or dietary requirements.

Uncollected Child

In the event that a child is not collected, by an authorised adult at the end of a session, JC Academy will ensure the child is cared for safely by an experienced and qualified activity leader who is known to the child. The club will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

If a parent/carer is held up by unforeseen events and they are unable to pick the child up by 6.00pm they must try and contact the manager to explain the reason and advise of the collect time or alternatively, advise of another person collecting and set a password. If no contact is made the Co-ordinator will phone the contact numbers provided on the registration form.

If there is no reply the Co-ordinator will phone the Emergency Contact numbers. If the person is unknown to club but are listed on the registration form, they will be asked to bring proof of identity.

At 6.30pm if the parent/carer has not made contact with the Co-ordinator, Social Services will be informed.

A message will be left for the Parent or Carer advising them of the action that has been taken. A full written report of the incident will be recorded

Lost Child Procedure

At JC Academy a child's Safety is maintained as the highest priority at all times both on and off the premises. Every attempt is made through carrying out outings procedure and arrival/ collection procedures to ensure the security of the child is maintained at all times. In the unlikely event of a child going missing the lost child procedure is followed.

A Lost child is defined as a child who has arrived and been registered at the club but has since gone missing. As soon as it has been noticed that a child is missing manager will be notified along with other activity leaders who we'll endeavour to find out where the child was last seen. The manager will carry out a thorough search of the premises whilst, the other members of staff are reassuring the children.

If the child is found but unwilling to return to the setting, a member of staff will stay with the child until the Parents or carers are contacted.

If the child is still unaccounted for, manager will group the children together and call the register to make sure no other child has gone astray.

If the child isn't found the parent or carers will be contacted and alerted to the situation.

With their agreement the Police will be called and the child will be reported as missing.

The search will continue until advised by the police to stop and depending on staff ratio. If the parents or carers can't be contacted, the manager will contact the Emergency number supplied on the registration form

If they can't be contacted the police will be called straight way and the child will be reported as missing

Procedure in the event that the club is unable to operate

The club will endeavour to operate at all times by ensuring staff back up at short notice. However, in unforeseen circumstances it may be in the best interest of the child's safety that club does not operate.

In the event that activity leaders/managers are unable to work as much notice will be given to the parents/ carers to ensure suitable childcare arrangements can be made. However, in the event that the club cannot operate at short notice, the manager will inform the managing director and together they will contact parents and advise them of the situation. Fees will be credited if the club cannot operate as planned

Compliments/Complaints Procedure

We are fully committed to providing high quality childcare and activities operated by professional, fun and caring staff in a safe and secure environment.

Any questions, suggestions or concerns relating to any child's welfare whilst in our care should be dealt with using the following steps:

Initial concerns should be discussed with the staff on duty. If the response provided is unsatisfactory then the manager should be approached with full details of the issue.

If it would be more appropriate to put the compliment, suggestion, concern or complaint in writing rather than directly approaching a member of the team, then please feel free to complete a comment form which is available from member of the team.

If you do wish to be contacted, the manager will telephone you within 24 hours to discuss the matter further. For your information, we will keep a record of the nature of the complaint along with details of the response or resolution reached.

For issues which have not been brought to a resolution by this point, then OFSTED club would be the final escalation point.

JC Academy must keep a written record, for a period of three years, from the date of these complaints including the outcome of the investigation and the action the provider took in response.

JC Academy must inform the parent who made the complaint (in writing or by email if the parent requests this) of the outcome of the complaint, within 28 working days of the date the complaint was made.