



The School House Wraparound Childcare

at Ysgol Yr Hafod, Johnstown

Statement of Purpose

The School House, 4 Bangor Road, Johnstown, Wrexham LL14 2SW

Telephone: 01978 840643 (Option 3)

Email: SchoolHouse@yrhafodjohnstown-pri.wrexham.sch.uk

Website: <https://theschoolhousewraparoundchildcare.ipalbookings.com/>

Section 1: About the provider

Service provider

The School House Wraparound Childcare

Address of Service provider

Principal address:

The School House Wraparound Childcare
4 Bangor Road
Johnstown
Wrexham
LL14 2SW

Registered address:

The School House Wraparound Childcare
4 Bangor Road
Johnstown
Wrexham
LL14 2SW

Legal Entity

Our corporate body is Charitable Incorporated Organisation (CIO), and we are registered with the Charity Commission. Our registration number is 1180206. Our voluntary management committee oversees our operations and provides support for the successful running of the business. We have joint Responsible Individuals.

Joint Responsible Individuals

Contact name:	Mrs Natalie Bain-Foster	Mrs Rhian Evans-Trott
Position:	Childcare Manager & Responsible Individual	Responsible Individual & Treasurer (Trustee)
Telephone number:	07535 820341	07715 419895
Email:	schoolhouse@yrhafodjohnstown-pri.wrexham.sch.uk	Evan-TrotR@Hwbcymru.net

Address:	The School House 4 Bangor Road Johnstown Wrexham LL14 2SW	Ysgol Yr Hafod, Johnstown Bangor Road Johnstown Wrexham LL14 2SW
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Person in Charge

Childcare Manager	Natalie Bain-Foster
Person in Charge (Little Miners)	Sara Anderson
Person in Charge (After School Club)	Lindsey (Louise) Jones
Senior Playworker (Little Miners)	TBC
Senior Playworker (After School Club)	Claire Gwilliam
Playworker (Little Miners)	Clair Saunders
Playworker (After School Club)	Beth Jenkins
CIW Responsible Individuals:	Natalie Bain-Foster Rhian Evans-Trott
Person in Charge (Holiday Club)	TBC
Senior Playworker (Holiday Club)	TBC

Contact name:	Mrs Sara Anderson	Miss Lindsey (Louise) Jones
Position:	Person in Charge Little Miners	Person in Charge After School Club
Telephone number:	07818 363313	07783 593958
Email:	sara.andersonLM@gmail.com	louisejones26@live.co.uk
Address:	The School House 4 Bangor Road Johnstown Wrexham LL14 2SW	The School House 4 Bangor Road Johnstown Wrexham LL14 2SW

Section 2: N/A (For childminders only)

Section 3: N/A (Details of pets or other animals on the premises)

No pets or other animals are kept on the premises.

Section 4: Aims and Objectives of the Service

The aim of The School House Wraparound Childcare is to support the development and to enhance the play opportunities of children aged 3 to 11 years by providing quality, accessible wraparound childcare, offering a range of play-based activities within a newly custom designed and built setting. The wraparound childcare setting includes a Nursery Plus provision, Little Miners, from 11.30am until 3.00pm for 3 to 4 years following their Nursery Education session or Early Education session in the morning at our adjoining school, Ysgol Yr Hafod Johnstown. The setting also includes an Out of School childcare provision, After School Club, from 3.00pm until 6.00pm for primary school aged children, 3 to 11 years following their school day at Ysgol Yr Hafod Johnstown. In the future, we also plan to extend our service to a Holiday Club, open Monday to Friday during school holidays from 8.00am to 6pm for primary school aged children aged 3 to 11 years.

In doing so, we are supporting our local community and working families whose children need to be looked after for a period which is longer than their usual school day. We do this in a warm, welcoming, safe and engaging environment where children can feel a sense of belonging, know that they are valued, be healthy, become confident and grow their skills and learn new ones in a fun way, led by the needs of each individual child to promote the best outcomes for our children.

To ensure the quality of care we offer is continuously improving, we welcome suggestions and constructive criticism from children and their families to help us maintain a high-quality provision. Families are encouraged to speak to the Childcare Manager or Persons in Charge if they would like to make any suggestions. We treat our families with respect by being open and honest with the information we share with them and ensuring a consistent message is shared with all where appropriate, keeping two-way communication lines open. We ask our children and families for their opinions in the form of questionnaires from time to time which we review, and act upon the feedback given as we continually strive to be better at what we do. The School House Wraparound Childcare has a culture of continuous improvement, whether this be for staff completing courses for their own continuing professional development or for children and families feeling their voices are heard.

Section 5: Details about the children for whom care is provided

The School House Wraparound Childcare operates mainly for children, male and female attending Ysgol Yr Hafod, Johnstown or other children within our local community (subject to availability).

We care for children aged 3 to 4 years in our Nursery Plus provision, Little Miners and for children aged 3 to 11 years for the Out of School childcare, After School Club, as stated in our admissions policy.

The School House Wraparound Childcare Nursery Plus provision, Little Miners, caters for 35 children, in line with our Care Inspectorate Wales (CIW) registration.

The School House Wraparound Childcare out of School childcare provision, After School Club, caters for 35 children, in line with our Care Inspectorate Wales (CIW) registration.

Section 6: Range of needs of relevant children to be met

We have experience caring for children with additional needs. On occasion, we have worked with our local authority, Wrexham County Borough Council, to secure funding for children with additional needs to ensure they are able to access our services. The support provided may mean we can employ staff to work with children on a one-to-one basis or enable us to purchase specific resources or equipment to meet the child's individual needs. During this process, we invite families into the setting to discuss their child's individual needs and preferences with us and we continue to keep the lines of communication open between us. This will help us to work together to try to meet those individual needs and abilities through the promotion of equality and diversity in line with our Equality and Diversity policy.

We treat our families with respect by listening to them, being open and honest with the information we share with them and ensuring a consistent message is shared with all where appropriate, keeping two-way communication lines open. Each child and their family are unique, and we will adapt our approach when necessary to ensure the care we provide is specific to each of them. All children and adults are treated with equal respect. No child or family will be discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We track children's progress mainly in photographic form to share with their families. We are currently looking into which electronic sharing platform to do this with more efficiently in the future.

Section 7: Languages used

The main language of The School House Wraparound Childcare is English.

Bilingual signs will be used where appropriate and we use incidental language in Welsh when talking to and encouraging the children, teaching some vocabulary such as colours, numbers, items of clothing etc.

We are now registered with Clybiau Plant Cymru to work with them and Childcare Wales Learning & Working Mutually's (CWLWM) brand new resource, The Welsh Promise. This will help us to embed the Welsh language into our setting using manageable actions and ideas tailored for the Childcare sector. This is a positive step forward for us to provide the Active Offer in the future.

In the event we have children attending who use English as an additional language, we will invite their family into the setting and work with them to learn familiar phrases to use with their child/children and to share this with other children attending the setting. This we hope will add to the feeling of belonging we aim to create.

Section 8: Opening hours

The School House Wraparound Childcare setting opens between 11.30am and 6.00pm every day, Monday to Friday, during school term time.

The Nursery Plus provision, Little Miners, operates between 11.30am and 3.00pm every day, Monday to Friday, during school term time.

The Out of School provision, After School Club, operates between 3.00pm and 6pm every day, Monday to Friday, during school term time.

In the event of late, non-collection or non-contact from families we will:
Telephone the emergency contact numbers given on the registration form to arrange collection and discuss the situation.

In the event of no contact being made, the Person in Charge will contact the Duty Officer at Social Services to advise them of the situation and take advice on further action. The Responsible Persons will also be informed.

Section 9: Staffing

Staffing levels always meet the requirements set by the 'National Minimum Standards for Regulated Childcare for children up to the age of 12 years' and where possible, we aim to exceed them. There will be an absolute minimum of two qualified and experienced members of staff to care for our children, using a ratio of 1 qualified staff member to 8 children up to the age of 11 years, even if the children are aged 8 or over. Our staff are suitably qualified and experienced to care for children up to the age of 11 years.

Volunteers and students may assist in The School House Wraparound Childcare at various times. All staff, students and volunteers have Disclosure & Barring Service enhanced checks and where relevant, checks by the Independent Safeguarding Authority as well as receiving a full induction to The School House Wraparound Childcare.

Section 10: Full details of provision

The School House Wraparound Childcare offers a child centered approach and environment, meeting the physical, intellectual, language, emotional, social and creative needs of children. We recognise that every child is unique and the varying individual needs of each child who attends. We are fully inclusive, and we always promote equality and diversity through our policies and procedures as well as our everyday practice and care.

Facilities available – The School House Wraparound Childcare is based within The School House building, which is on the grounds of Ysgol Yr Hafod, Johnstown. We have use of the following areas: the Early Years ground floor classroom base, integral kitchen (not catering kitchen), integral toilets, including two accessible toilets, a ground floor lockable storeroom for additional resources and an outdoor play area. There is also an office on the first floor which we have sole use of for management and leadership activities including a lockable storeroom for physical data storage.

Our indoor play space includes opportunities for sensory experiences using Playdough (touch and smell), Water (touch), Lights (sight), Sound and Music (hearing) and where possible satisfies all of the senses. We provide opportunities for physical development to be explored to enhance the children's skills in both their gross and fine motor skills with the use of wooden tools, peg boards, puzzles and tweezer games. Children's creativity can be explored with the use of a workshop full of different materials for children to cut, stick and mould, mark making materials, painting equipment and loose parts such as glass beads, curtain rings, natural resources like pinecones and stones. We provide opportunities for small world, blocks play, role play and construction as well as incorporating literacy, numeracy and digital competence throughout our environment. We have a dedicated cosy

corner indoors for children to use when they need some quiet time. This is set up with soft furnishings, books, cuddly toys and can be adapted to create an enclosed space if the children wish using material to create a tent-like feel.

Our outdoor play space is under development and will include opportunities for sensory experiences using Water (touch), Sand (touch), Mud (sight and touch), Growing (sight, touch, smell and taste) and Music (hearing) and where possible satisfies all of the senses. We provide opportunities for physical development to be explored to enhance the children's skills in both their gross motor skills with the use of scooters, mounds, climbing equipment and swing and fine motor skills. Children's creativity can be explored with the use of mark making materials, painting equipment and loose parts including tyres, crates and pallets. We provide opportunities outside for small world, block play, role play and construction as well as incorporating literacy, numeracy and digital competence throughout our environment. We have a dedicated cosy area outdoors for children to use when they need some quiet time but want to remain outside. This is set up with outdoor furnishings, books, cuddly toys and can be adapted to create an enclosed space if the children wish using material to create a tent-like feel.

The above opportunities are available to children as part of our continuous provision and access indoors and outdoors in free-flow. These opportunities are reviewed regularly based on feedback from the children and staff observing how the opportunities for play have been embraced by the children. This is regularly discussed between the Childcare Manager and the Persons in Charge and when needed, the environment is adapted to suit the current interests, needs and preferences of the children as an integral part of our commitment to continuously improve our setting to achieve the best outcomes for children particularly due to the vast age range of children we care for.

Services offered – For children attending the Nursery Plus provision, a lunch time meal can be provided via Wrexham School Meals, prepared in the catering kitchen at Ysgol Yr Hafod, Johnstown (during school term-time) and delivered inside an insulated bag to The School House Wraparound Childcare where we will serve to the children who have pre-booked their hot meal through this service (ParentPay). We provide a range of healthy snacks which include a variety of fruit and vegetables as well as cheese and crackers on occasion. Water is available to drink at all times during the sessions. All food and drinks offered are in line with our healthy eating policy and we ensure they meet the dietary needs and preferences of children as indicated on the child's registration form.

For children attending the Out of School Childcare provision, we provide a range of healthy snacks which include a variety of fruit and vegetables as well as cheese and

crackers on occasion. Water is available to drink at all times during the sessions and healthy snacks are offered at around 4pm with the option of water or the children's own bottle. All food and drinks offered are in line with our healthy eating policy and we ensure they meet the dietary needs and preferences of children as indicated on the child's registration form.




Activities offered – A wide variety of activities are offered providing children with opportunities to learn new skills and grow their existing skills. Some activities will be planned weekly by the Persons in Charge and their team of Playworkers, whilst still offering opportunities for unstructured, free, child-led play. Children will be encouraged to participate in the planning of activities and ideas for equipment when it is being purchased. For our Out of School childcare provision, After School Club, we plan to offer monthly Theme sessions, for example, Pizza Night where children will prepare their own pizza using a recipe to measure ingredients, Movie Night, Play & Trade sessions (Pokémon, Match Attax etc.), all under the supervision of our Playworkers and we will seek local arts teachers to facilitate dance or art sessions depending on the interests of the children and their preferences. We will reach decisions about which theme sessions to facilitate by consulting with the children about what they would like to do.

Example of a daily routine for our Nursery Plus provision Routine

Time	Little Miners Routine 11.30am-3.00pm
11.30am	Amser Hwyl Fawr – Time for the children to say goodbye to their classmates who are going home after the morning nursery session. The Little Miners children in Caerfilli and Caernarfon will then walk through the school to The School House.
11.40am	Together Time – Register, Visual Timetable (Pnawn da ffrindiau, Sut wyt ti? What's the weather like today? Sut mae'r tywydd heddiw?) Songs and Rhymes, Toilet Time and Hand Washing.
11.50am	Lunch Time – Children with packed lunches and hot dinners will be seated at the tables around the setting. The children will all sit together to enjoy their lunch with support from Miss Sara (PIC) and our team of Playworkers.
12.30pm	'Relax and Recharge' Time – As far as possible, the children will remain seated until everyone is finished eating. If this is not possible as they become too unsettled or disruptive, they are free to pack up their belongings and sit/lay down with cushions and watch a programme on the big screen. Once all the children have finished eating, the lunch things will be cleaned and tidied away.
13.00pm	'Over to You' Time – Children have the option to play freely inside and outside the setting with free-flow access between the two areas. Play is free during this time with no focused activities being led by the adults. Little Miners have exclusive use of the outdoor area immediately outside the setting and then to the left.
14.15pm	'Snack Time' – We will offer the children a varying range of fruit, vegetables, cheese and crackers for their snack accompanied by whole milk or water.
14.30pm	Reflect, stories, songs and rhymes – Each child will be asked "what did you enjoy most today?" and we will discuss as a group (we will split into smaller groups if we have more than 10 children in the setting). This will be followed by a story and time depending, after this we will sing some songs and rhymes together before getting ready to go home.
14.45pm	Prepare for Home Time – Children will collect their belongings (coats, bags etc) and return to the together time area to await collection. Children who are staying for After School Club will leave their belongings
15.00pm	Home Time – Parents and carers are invited into the setting to collect their children. They will need to sign their child out (a register/signing out sheet will be present). If needed the registration forms will be available to check who is authorised to collect children.

Timings are just a guide and will be flexible when required

Example of a daily routine for our After-School Club Provision Routine

The School House Wraparound Childcare

After School Club Routine 3.00pm – 5.00pm or 6.00pm	
15.00pm	Amser Hwyl Fawr – Time for the children to say goodbye to their classmates who are going home after the school day or Little Miners session. The Little Miners children already in the setting will wait in setting singing Songs and Rhymes with <u>Playworkers</u> . The children attending After School Club will meet Miss Jones (Person in Charge) in the Studio (central point in the school building) and once all are gathered, they will make their way as a group with Miss Jones and another <u>Playworker</u> to The School House.
15.15pm	Together Time and Snacks – Children will arrive into the setting, place their belongings on their pegs, complete self- registration, go to the toilet (if needed) and wash their hands. We will offer the children a varying range of fruit, vegetables, cereals, toast, cheese and crackers for their snack accompanied by whole milk or water.
15:30pm	'Theme Sessions' – <u>Playworkers</u> will explain the plan for the session with the children and split them into smaller groups to work with a <u>Playworker</u> . Risk assessments will already be in place and ingredients planned with the children and sourced by the <u>Playworkers</u> ahead of this.
15:30pm	'Over to You' Time (non-theme sessions) - Children have the option to play freely inside and outside the setting with free-flow access between the two areas. Play is free during this time with no focused activities being led by the adults. After School Club have exclusive use of the outdoor area immediately outside the setting and then to the left.
Various	Reflect, stories, collaboration and planning - Each child will be asked “what did you enjoy most today?” and we will discuss as a group (we will split into smaller groups if we have more than 10 children in the setting). This will be followed by a story.
Various	Home Time – For safeguarding, family members are invited to wait in our reception area to collect their children due to the various collection times. They will need to sign their child out (a register/signing out sheet will be present). If needed the registration forms will be available to check who is authorised to collect children. Children will collect their belongings (coats, bags etc) from their pegs and leave with their family member through reception.

Timings are just a guide and will be flexible when required

Section 11: Terms and Conditions

The School House Wraparound Childcare Terms & Conditions

Little Miners is our wraparound childcare service for 3-4-year olds, which is set within The School House at Ysgol Yr Hafod, Johnstown. We operate from 11.30am-3.00pm Monday to Friday during school term-time.

After School Club is our out-of-school childcare service for 3-11-year olds, which is also set within The School House at Ysgol Yr Hafod, Johnstown. We operate from 3.00pm to 6.00pm Monday to Friday during school term-time.

We ask you to read through each section carefully and tick to confirm you have read and understood and that you accept our terms and conditions.

Bookings

All bookings must be made using our online booking system, iPAL.

You can access this system and register via our website
<https://theschoolhousewraparoundchildcare.ipalbookings.com/>

We will initially email this website address to you. It will also be included in our 'Pinned Post' at the top of our Facebook page, 'The School House Wraparound Childcare'.

We will prompt you to make your monthly booking on our Facebook page when we post a reminder each month. Alternatively, the link will be emailed to you.

We send a monthly reminder via Facebook and email and we ask that where possible it is completed for the whole month ahead. This enables us to ensure proper planning of activities for the children who are due to attend each month as well as ensuring the correct staff levels for us to provide the best care for your children.

We operate bookings on a first come, first served basis. All bookings are recorded electronically by date to ensure all bookings are allocated fairly.

Confirmation of your bookings can be easily viewed via iPAL. If there are any dates we are unable to accommodate for your child, they will automatically be put on our waiting list.

If a space becomes available, the iPAL Booking System will contact all families on the waiting list and this place will be available on a first come, first served basis. We cannot guarantee the space to one particular child.

We aim to be as flexible as possible and understand that plans can change each month. You are therefore able to book sessions in Little Miners up until 6pm the night before and for After School Club, up until 2pm on the day.

We are offering these times on a trial basis and will let you know if we need to amend this process.

Payments

The School House Wraparound Childcare is a registered charity and therefore we do not receive any subsidy from the Local Authority or the school towards the running of the service.

We are not looking to make profit, only to meet our outgoings. Our margins are extremely tight as we aim to keep the cost of childcare as low as possible to support our local families and community.

This means it is essential we receive payment for the care we provide upfront and in advance of the sessions attended. Failure to do so means we cannot afford to pay our staff or provide the children with what they need to have the best experience here with us.

Little Miners:

Our fee for each session is £15.00. Once you have completed your child's booking via our iPAL Booking System, we require immediate payment for the month in full.

Payments need to be made via debit or credit card on the iPAL Booking System.

In exceptional circumstances only, we may accept BACS transfer, directly to our bank account. Please contact us to discuss your needs.

If you will be using the Welsh Government Childcare Offer, we will claim this on your behalf once your application has been accepted. We will communicate about how to do this once you are registered to use the iPAL Booking System.

We also accept tax-free childcare and childcare vouchers (please contact us to make sure we are registered with your particular provider) and we will communicate about how to do this once you are registered on the iPAL Booking System.

Please be aware this session closes promptly at 3.00pm. If you do not collect your child by 3.00pm, you will automatically have an additional £5 fee (£4 for a second child) added to your 'Wallet' which will need to be paid before new bookings can be made. This is to cover the cost of our After-School Club session up to 4:00pm. If your child is not collected before 4pm, further charges will become due and automatically applied in line with our After-School Club fees (see below).

We have a 24-hour cancellation policy in place.

If your child is poorly or you are on holiday and they will not attend the setting as planned, you can cancel booked sessions on iPAL. As long as you have cancelled the session at least 24-hours prior to the start time, iPAL will automatically refund the session fee to your 'Wallet'. These funds can then be used towards future bookings.

If payment is not made at the time of booking, it will be cancelled and your child will not be able to attend the session/s. iPAL will email and message to remind you until the payment is made. If you select a date in error on iPAL, please unselect it before proceeding to make your payment.

If you pay using the Welsh Government Childcare Offer and you request an additional session, greater than the hours your agreement with us is set up for, then you will need to pay £15 for each additional session requested and accommodated.

If you select a date or session in error, you need to deselect it from the 'Select sessions' list before clicking 'create booking'. It cannot be cancelled from the

order/payment page and you will receive emails every minute reminding you to pay if the date is still selected.

After School Club

Our fees are £5.00 per hour and as follows:

Collection between 3.00pm and 4.00pm = £5
Collection between 4.00pm and 5.00pm = £10
Collection between 5.00pm and 6.00pm = £15

From Monday 4th December 2023, we will trial offering a sibling discount as follows:

Our fees for a 2nd, 3rd or 4th child will have a 20% discount applied.

In real terms, this means our prices for additional siblings will be:

Collection between 3.00pm and 4.00pm = £4
Collection between 4.00pm and 5.00pm = £8
Collection between 5.00pm and 6.00pm = £12

We are offering these sibling discount prices on a trial basis and will let you know if we need to change them.

Once you have completed your child's booking via our iPAL Booking System, we require immediate payment for the month in full.

Payments need to be made via debit or credit card on the iPAL Booking System. In exceptional circumstances only, we may accept BACS transfer, directly to our bank account. Please contact us to discuss your needs.

If you will be using the Welsh Government Childcare Offer, we will claim this on your behalf once your application has been accepted. We will communicate about how to do this once you are registered to use the iPAL Booking System.

We also accept tax-free childcare and childcare vouchers (please check with us to make sure we are registered with your particular provider) and we will communicate about how to do this once you are registered on the iPAL Booking System.

Please be aware that our provision closes promptly at 6.00pm. If you do not collect your child by 6.00pm, you will automatically have an additional £10 fee (per child) added to your 'Wallet' which will need to be paid before new bookings can be made. This is to cover the cost of our staff and extra administration.

We have a 24-hour cancellation policy in place.

If your child is poorly or you are on holiday and they will not attend the setting as planned, you can cancel booked sessions on iPAL. As long as you have cancelled

the session at least 24-hours prior to the start time, iPAL will automatically refund the session fee to your 'Wallet'. These funds can then be used towards future bookings.

If payment is not made at the time of booking, it will be cancelled and your child will not be able to attend the session/s. iPAL will email and message to remind you until the payment is made. If you select a date in error on iPAL, please unselect it before proceeding to make your payment. It cannot be cancelled once submitted.

If you pay using the Welsh Government Childcare Offer and you request an additional session, greater than the hours your agreement with us is set up for, then you will need to pay £5 for each additional hour requested and accommodated.

If you select a date or session in error, you need to deselect it from the 'Select sessions' list before clicking 'create booking'. It cannot be cancelled from the order/payment page and you will receive emails every minute reminding you to pay if the date is still selected.

Cancellation Policy

We require a minimum of 24 hours' notice if you need to cancel a booking.

You can cancel booked sessions on iPAL. As long as you have cancelled the session at least 24-hours prior to the start time, iPAL will automatically refund the session fee to your Wallet'. These funds can then be used towards future bookings.

If you cancel less than 24 hours before your child is due to attend or if you collect your child at 3.00pm unexpectedly and do not give us prior notice of the cancellation, then the session fee of £15.00 for Little Miners and £5.00 per hour for After School Club will still apply.*

* Those in receipt of the Welsh Government Childcare Offer will still need to give us notice so that we can offer the place to someone else on our waiting list.

Additional Bookings

If you require any additional days at Little Miners or After School Club you can use the iPAL Booking System to book these. We still operate on a first come, first served basis. If we are full on the additional days required, your child will be added to our waiting lists and you will be notified via iPAL and email if a space becomes available.

Once you have completed your child's additional booking via our iPAL Booking System, we require immediate payment for the booking.

Payments need to be made via debit or credit card on the iPAL Booking System.

If you select a date or session in error, you need to deselect it from the 'Select sessions' list before clicking 'create booking'. It cannot be cancelled from the order/payment page and you will receive emails every minute reminding you to pay if the date is still selected.

Section 12: Dealing with complaints

The School House Wraparound Childcare celebrates achievements and success and looks for ways to improve services for families. We welcome suggestions and constructive criticism from our families to help us maintain a high-quality provision.

From time to time a child or family may need to make a complaint. If so, we will follow our complaints procedure, a copy of which can be found in the virtual Family Handbook. A copy can also be obtained from the Childcare Manager or Persons in Charge. Our policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner. Families can contact us in person, over the phone or in writing and we will respond using their preferred method of communication. We will listen to/read the concerns raised, investigate them by talking to staff and children and responding to them with what we have found out and the subsequent actions we will take to resolve the concern. Any changes made to operations as a result of the complaint will be communicated to all families. Children and families can share their concerns by speaking to the relevant Person in Charge, or if preferred, a convenient time will be arranged to do so in confidence or with the Childcare Manager.

At all times the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings are taken into consideration. The welfare of all our children will always be the most important consideration when making decisions which affect the setting. However, if a complaint has not been dealt with to a family's satisfaction, they are entitled to contact the Care Inspectorate for Wales (CIW) office at:

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Telephone: 0300 7900 126

Email: CIW@gov.wales

Opening hours

Monday - Thursday: 09:00 - 17:00

Friday: 09:00 - 16:30

Saturday - Sunday: Closed

Section 13: Dealing with emergencies

The School House Wraparound Childcare has comprehensive emergency procedures. Details can be found in our virtual Family Handbook or can be obtained from the Childcare Manager or Persons in Charge. However, if a child requires medical attention due to an accident or other medical emergency, they will be attended to by staff trained in Emergency Paediatric First Aid.

Should a child require further medical attention, such as hospitalisation, then we will arrange for their family to be contacted and attend the premises with their child and an ambulance may be called. In the event of emergency medical attention, we will always contact the child's family. However, should a child need to attend hospital immediately, then we will arrange for them to be accompanied by a member of staff.

If we are required to evacuate the building in an emergency, such as a fire, we will be required to relocate to the playing field opposite The School House Wraparound Childcare building, we would complete a register to ensure that everyone is accounted for and families would be contacted if we were unable to return to the premises. Emergency services would be called where applicable.

The procedure for collecting children is for families to come to our main entrance and anyone on a pre-approved list given to us by each family is able to sign to collect their child. Families may occasionally verbally inform us that someone else will be collecting their child and this will be noted on the Signing Out sheet and the Persons in Charge informed. If family members are late or unable to collect their child, we will follow our Non-Collection Policy. Details can be found in our virtual Family Handbook or can be obtained from the Childcare Manager or Persons in Charge.

Section 14: Reviewing the Statement of Purpose

This Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes to legislation, regulations and are reviewed internally at least once annually.

We notify CIW of any changes to our service and will provide them with an updated copy of this document.

The School House Wraparound Childcare notifies families of any changes to our policies and procedures via our virtual Family Handbook.