

The Larks & Nightingales

Located at Sacred Heart Catholic Primary School, Valley Drive, Ilkley LS29 8NL

Postal Address: Aysgarth, Ings Avenue, Guiseley, LS20 9HW

Tel: 07713692087 Email: anitaferguson@hotmail.co.uk



The Larks & Nightingales Ilkley



General Information 2023/2024

About Us

The Larks & Nightingales provides before and after school care for children aged 4 to 11 years. The setting opened in September 2016 and has seen a steady increase in numbers. We are based in the school library, which is complimented by the use of the school grounds. Children will be provided with activities in a secure, supervised environment. The club is open term time only and we are able to provide details of local groups that provide holiday care. The Early Years Foundation Stage (EYFS) framework is delivered through fun activities and games.

Ofsted

Ofsted inspected The Larks & Nightingales in October 2018 and we were judged to be OUTSTANDING in all areas.

- Children are extremely motivated and totally absorbed in their play.
- Staff are highly skilled and sensitive and help children to form exceptionally strong relationships.
- Staff complete regular and precise observations to identify ways they can build on children's existing skills and knowledge.

Opening Hours & Fees

Breakfast Club	Monday to Friday 7.30am to 8.45am	£7.00
After School Club	Monday to Friday 3.15pm to 6pm	£10.00

Policies & Procedures

Here are some useful policies and procedures; however, we do have a comprehensive file of more detailed policies and procedures. If you would like to see the file, please ask the manager.

Admissions Policy

We welcome all children into our club. Admission is based upon numbers in the group, staff ratios and booking forms being completed. New starters will now join us on a 6 week probation period. During this time, we will monitor behaviour, payment of fees and collection times.

Registration

Upon a place being allocated you will be required to complete registration documents. These forms must be fully completed and returned with a £10 booking fee (new starters only) before the child attends. Registration fees can be paid in cash or online to HSBC, The Minibeast Club LTD 40-22-28 21280023, using your child's surname as a reference.

Please return all forms direct to the school, email to anitaferguson@hotmail.co.uk or hand to a member of staff. You will be contacted to confirm receipt of forms.

Invoices

Fees are invoiced pro rata for the academic year. When your child starts at The Larks & Nightingales you will be informed of your monthly payment schedule. It is your responsibility to make your monthly payments promptly. We do not send out monthly reminders. Adhoc sessions are paid for separately. We are currently registered with the following childcare voucher schemes:

- Edenred
- Kiddivouchers
- BusyBees
- Computershare
- Fideliti
- Sodexo
- Tax Free Childcare (Government scheme)

Cancellation and Changes to Sessions

The Manager requires 4 weeks written notice of cancellation of place or permanent changes to your child's attendance.

Absence

You pay for your child's place not their attendance. You must notify us by phone or text if your child will not be at a session.

Accidents & Illness

We reserve the right to administer basic first aid where necessary. Parents will be informed of all accidents and required to sign an accident form. For accidents/illness of a more serious nature we will follow procedures set out in the Emergency Medical Treatment form that all parents are required to complete for their child.

We have a realistic attitude to the needs of working parents, but we reserve the right to contact a parent if a child becomes ill. If your child has been sent home from school or The Larks & Nightingales with a contagious illness (diarrhoea or sickness for example), please do not bring your child to The Larks & Nightingales the following morning as we will only permit their return based on government guidelines.

Collection/Security Arrangements

Children must be collected promptly from the after school club. We cannot guarantee the availability of staff after the closing time. Under NO circumstances will a child be allowed to leave our care with anyone not named to collect your child. Please text/email to inform us of any occasion where a person 'authorised to collect' will be collecting your child.

Legal Issues

A copy of legally binding information will be required as proof of any legal issues such as court injunctions etc.

Behaviour Management

The Manager may require parents to withdraw their child if they are disruptive or displaying inappropriate behaviour. Staff will not be spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour will result in the immediate termination of your child's place.

Safeguarding

All staff have a responsibility to protect your child and have received training to enable an efficient line of communication. We are under an obligation to report any incident where we consider a child may have been abused, neglected or at risk. On occasion staff may need to assist a child with personal hygiene. This is recorded in our intimate care register, and you will be required to sign to say you have been made aware of the situation.

Complaints Procedure

You should initially discuss the problem with the Duty Manager. We are confident that most complaints can be resolved at an early stage. All complaints will be dealt with fairly, respecting confidentiality at all times. If your complaint is about the Duty Manager, please contact Anita Ferguson (owner) via post to Aysgarth, Ings Avenue, Guiseley, Leeds, LS20 9HW or email anitaferguson@hotmail.co.uk. If the problems are not resolved, or your complaint is of a more serious nature, Ofsted can be contacted in the following ways:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

For help towards childcare costs: www.inlandrevenue.gov.uk/taxcredits.