



Centre Point Trust

Providing quality childcare



PARENTS HANDBOOK

(FEBRUARY 2018)

PLAYCARE





Centre Point Trust

Providing quality childcare

Did you know?

We are open 07.00 in the morning and don't close until 18.00

You get Tax Relief on your childcare at CPT but schools are not registered providers

At CPT we have fully qualified Play Work staff!

We are the only Playcare provider in the Island with our own facilities

For more information
Phone 735151
Email admin@cpt.je

Play is just as important as learning to a child's development



This Parent's Handbook is a summary of the information we feel is important for parents/carers to be familiar with, we have put this together into 6 sections:

Section 1

Introduction & what is play?

Section 2

Partnerships & Important information

Section 3

Contracts and Fees

Section 4

Looking after your Child

Section 5

Complaints / Compliments

Section 6

Contacting us & Where to find us

Section 1 – Introduction

Centre Point Trust – Playcare

Our Playcare unit is situated at La Pouquelaye. We are very lucky to have a purpose built site to cater for large numbers of children. Playcare is separated into two units, Reception, Yrs. 1-2 unit and Yrs. 3+, each unit is registered for 60 children.

We offer a breakfast club, after school club and holiday club for school age children. We have a fleet of 9 minibuses, so we can drop and collect your child from school; we service most of the islands schools and we try to accommodate when we can.

All of our Playcare staff are fully trained in various fields in childcare, these include:

- First Aid
- Child Protection
- Food Hygiene
- Level 3 & 2 in Playwork
- Level 3 & 2 in childcare
- Various Management levels
- Team Leader courses
- Safeguarding levels
- Various CPD courses
- Risk benefit training

We offer a range of various activities on site and off site. On site we offer art & craft, role play, home corner, cinema rooms, games rooms, dance room, construction room, floor games, dressing up and 2 large outside areas. We have a purpose built astro turf 5 a side football pitch and climbing frames and that is situated in the larger age group unit. In the younger age group they have an astro turf area, decking, a newly built slide and stage area, mud kitchen, tree swings, bikes, scooters and lots of other outside activities.

In the school holidays, we plan alongside the children, to organise various trips and activities. We offer similar activities to after school but we also do a lot of cooking activities, den building, and talent shows. Trips out include various Parks and beaches, sand dunes, woods, Tamba park, Fort Regent, Creepy Valley, water sports at St Brelades bay, Les Quennevais swimming etc.



What is Play?

As we can all agree, times have changed over the last few years and a lot more parents are in full time employment and their children are not able to play at home or explore the surroundings with their friends. We allow your child to get involved in various activities, make choices, learn new life skills, grow in confidence and make long lasting memories.

Centre Point Trust believes that:

- Children need time, space and freedom to make sense of the world they live in
- Play provides the freedom and scope to learn, practice, experiment and make mistakes
- There is a need to offer “risk” in children’s play, as well as the need to keep them safe from harm
- Interaction with the world through play exposes children and young adults to all kinds of necessary, confusing and frightening ideas, events and challenges
- “Risky” and free play is the apprenticeship of adulthood
- Taking risks encourages and promotes a child’s self-esteem and inner confidence
- Children build a wider understanding of their world and themselves without the adults imposing their own values and rules
- Adults cannot provide the whole range of practical or personal experiences needed to promote free and “risky” play. As adults, we must recognise and respect that play is something children do very well on their own!
- It is important that the children are still given the opportunity to **play** and feel the freedom of choice and independence in child care settings and to experience the beauty of “being a child” and learning the environment and their place in it!

Play is our children’s way of rehearsing for their future lives.



SECTION 2 – Partnerships

Our partnership with parents

To keep you up to date we keep you informed through:

- Parents notice board (please check this daily)
- Quarterly newsletters
- The AGM every year, to which everyone is invited to attend
- Fundraising
- Questionnaires
- Social events
- Parents joining in any activities or projects that Centre Point undertakes, wherever possible

The Parents Partnership

In order to keep your child safe, it is essential that you keep us updated with both your own and your child's details, so that our staff always know how and where to contact you. This is a key part of the partnership between you and the Centre Point Trust:

Absenteeism – It is imperative that you contact your child's Unit Manager if:

- Your child will not be attending Centre Point Trust
- Your child is going to be late arriving (by 9.30 am in school holidays)
- Your child is not attending school, or has been sent home sick
- Your child does not need collecting from school by Centre Point staff
- Your child is going to be collected by someone else

In return the Centre Point Trust guarantees to inform or contact you if:

- Your child is ill or has had an accident
- If there is a change in our service
- We have any concerns relating to your child
- We are holding a social or fundraising event

We ask that you provide your child with:

- Suitable clothing and footwear (especially in the holidays)
- A healthy, sufficient and nutritious lunch (with a freezer block in the summer holidays)
- Sun hat and sun screen when appropriate
- A change of clothes, if you wish (to keep uniforms clean)

In return we provide:

- A healthy, varied and nutritious breakfast
- Water readily available at all times
- A substantial, nutritious and varied afternoon snack
- Fresh fruit on offer, daily

Centre Point Trust aims to promote a good partnership between ourselves and all parents/carers.

We believe that a good relationship between parents/ carers is an essential and a necessary part of our organisational practice.

How we promote this:

- All parents and carers must be made to feel welcome at all times.
- We encourage parents/carers to attend our AGM.
- We encourage and welcome parents/ carers to help out with fund raising for resources/activities.
- We value parents /carers opinions, and include them in all aspects of the service we provide for their children.
- We value parents /carers opinions in relation to finance and where ever possible include them in decisions relating to the fee structure of Centre Point Trust.
- We conduct surveys to ensure that parents and carers are included and are receiving a satisfactory service.
- We have a parent's notice board in each unit, which is regularly up dated, to pass on current and vital information for parents and carers.
- We provide regular newsletters from individual units to ensure parents and carers are kept up-to-date with all current information.
- Centre Point Trust holds specific events where parents /carers / children are invited to take part.
- It is Centre Point's policy, to maintain best practice and that staff's relationship with Parents and Carers is always kept on a professional level.
- Centre Point Trust will not tolerate any verbal or physical harm to children or staff from Parents/Carers
- **Parents/Carers MUST address any complaint in writing to;**

**Rob Crawford (Play Care Manager) or Jane Moy Chief Executive Officer
Centre Point Trust, Le Hurel, JE2 3FU**

Snow Policy

Centre Point Trust will endeavor to continue to operate as normal should it snow.

Centre Point will be open as usual providing we have adequate staff in place to care for your child.

Should the snow situation become more serious then we will contact you to collect your child immediately.

However, should the schools be advised to close and your child/ren are normally collected by us, Centre Point Trust will not collect your child.

Emergency Situations/Unforeseen Circumstances

As above, Centre Point Trust shall make every effort to operate as normal in an emergency situation. Sometimes, however, circumstances are out of our control, for example, schools closing early or unable to open. We will work closely with schools and other parties to ensure your child is cared for and we will keep you informed of any service changes as far as possible.

Illnesses

It is also important to tell us if your child has an appointment with the doctor, dentist or the hospital, so we can ensure your child stays in if a group goes out.

If your child has been prescribed a course of antibiotics, please keep your child at home for the first two days. When your child returns to our care, please bring the medication in and we shall give your child the prescribed dosage as stated by your doctor, with your written consent.

Any child who exhibits diarrhoea/vomiting shall be excluded from that facility until **ALL** symptoms have cleared, the child's stools have returned to normal and another 48 hours has elapsed. This is in line with Environmental Health Guidelines.

If your child becomes ill or has an abnormal temperature we will need to get in contact with you to make arrangements for collection of your child.

Keeping you informed

Every unit has a **PARENTS NOTICE BOARD** (please check regularly) where you will find information on:

- The play work processes and principles of play (what play is all about)
- The staff in your child's unit, their qualifications and experience
- Notification of changes and events
- Weekly menus
- Outdoor Activity Team information and Units information for forthcoming holidays
- Other relevant information from outside agencies

SECTION 3 – Contracts and Fees

Contractual Agreements

You will be provided with a rolling contract relating to the service you require. It is your responsibility to complete this in good time and hand this back in to the manager of the unit or Head of Playcare. You will be required to fully complete the enrolment pack. You will be required to tick as many holidays as possible to give us an indication for staffing ratios. As the enrolment pack is a rolling contract, then you will be required to fill in a new holiday tick sheet once a year and if your circumstances change during the year then a change of service sheet.

AD-HOC Bookings

We do accept ad-hoc bookings but this is subject to availability both after school and holidays. We do operate a waiting list during the school holidays, where your child will be placed if we are full and if a place arises it will be first come first served.

For any ad-hoc bookings, payment is to be made up front or your place will not be confirmed.

Fees

No refunds are given for non-attendance of after school or early morning contracts. Refunds are only given for holiday contracts if written notice is received 4 weeks before the commencement of the holiday period. All fees are payable in advance, by monthly Standing Order or Direct Debit. Failure to maintain this arrangement may mean the loss of your child's place at Centre Point Trust and the outstanding fees being recovered through the Petty Debts Court. Any ad-hoc bookings made will require payment up front or no place will be given.

Income Support

If you require help from Income support and you need a quote then please leave plenty of time to come and collect this from our finance office? It is **YOUR** responsibility to take this to Income support straight away to secure the funding. If you do not secure the funding and your child starts with us then you will be faced with the fees.

SECTION 4 – Looking after your Child/ren

Opening Times:

We are open 52 weeks of the year, Monday to Friday, excluding Bank Holidays, from 7.00 am – 6.00 pm

Centre Point Trust will close at 14.30pm on Christmas Eve. If that falls on a weekend, then CPT will close on the Friday before at 14.30pm

Battle of Britain – we are open as normal

Where schools close at 12 noon for open days/special events Centre Point Trust will collect your child as normal, unless otherwise informed.

Late collection of your Child

We ask parents to be prompt when collecting their children from Centre Point Trust as we recognise children will often become distressed if they feel 'left behind'. Therefore, parents must please phone to let our staff know of their late arrival. Centre Point Trust pays its staff an hourly rate and it is a legal requirement that two staff remain on the premises at all times. We therefore reserve the right to administer an £5 additional charge for every 15 minutes, should it be necessary.

Policies and Procedures

Centre Point Trust encourages parents to take an active part in the organisation. We have a number of policies and procedures that are on display, should parents wish to see them. They are as follows:

- | | |
|-------------------------------------|---------------------------------|
| 1. Child Protection Policy | 2. Fire Evacuation Policy |
| 3. Mini Bus Policy | 4. Exclusion of Children Policy |
| 5. Whistle Blowing Policy | 6. Dealing with Conflict |
| 7. Health & Safety Policy | 8. Missing Child Policy |
| 9. Outings Policy | 10. Induction Policy |
| 11. Positive Behaviour Policy | 12. Confidentiality Policy |
| 13. Partnership with Parents/Carers | 14. Equal Opportunities Policy |
| 15. Play Policy | 16. Introduction Policy |

SECTION 5 – Complaints

Complaints & Compliment Procedure

We will endeavour to deal with any complaints as quickly as possible in order to maintain a positive and friendly friendship at Centre Point Trust.

In the event that you would like to make a complaint or even a compliment, then please put it in writing and address this to:

Rob Crawford (Play Care Manager) or
Jane Moy Chief Executive Officer
Centre Point Trust, Le Hurel, JE2 3FU

Suggestions

Here at Centre Point Trust, we are open to your suggestions and ideas. We are very open to change where we can and any ideas and suggestions that you may have. We also welcome any feedback from yourselves or your children, on our care, premises, planning etc.

Finally

The safety and well-being of your child/ren and the importance of having fun is essential to us all at Centre Point Trust. Please talk to us at any time about your concerns or queries. We value your ideas and opinions and would really like to hear from you.

SECTION 6 – Contacting Us

If you would like to contact us, we are at the following addresses:-

Playcare

Le Hurel
La Pouquelaye
St Helier
Jersey
JE2 3FU
Telephone numbers: 735151 (option 1)

Administration Office:

Le Hurel
La Pouquelaye
St Helier
Jersey
JE2 3FU
Telephone numbers: 735151 (option 4)

CEO Office:

Mrs Jane Moy
Le Hurel
La Pouquelaye
St Helier
Jersey
JE2 3FU
Telephone numbers: 735151 (option 5)

Where to find us:

There are many ways you can stay in touch with what is going on here at Centre Point Trust.

Follow us on Facebook, like our page Centre Point Trust

Visit our website: www.cpt.je

Download our new APP from the APP store on either on iPhone or Android, Centre Point Trust.

