



**Playdays at Green Lane Nursery Ltd  
11 Green Lane  
Buxton  
SK17 9DP**

**01298 767 505**

**Out of School Hours Club  
Parent Pack**



**Information for parents and carers on before/after  
school and holiday club care**



# How to Get in Touch

**Our Address:**

Playdays  
Green Lane Nursery Ltd.  
11 Green Lane  
Buxton  
Derbyshire  
SK17 9DP

**Telephone:**

**Please contact the respective club during opening hours  
i.e., before 9am and after 3pm during term-time.**

- Playdays at Buxton Infants - 07870 221 375
- Playdays at Harpur Hill - 07710 848 281
- Playdays at Burbage - 07715 661 881

**During term-time and in between 9am and 3pm, you can contact us at:**

Green Lane Nursery 01298 767 505

**During the school holidays:** 07870 221 375

**For account enquiries please e-mail us:**

[enquiries@greenlanenurseryltd.co.uk](mailto:enquiries@greenlanenurseryltd.co.uk)

**For new starter enquiries:**



<https://www.greenlanenurseryltd.co.uk/playdays>

Alternatively, using your smart phone camera, scan the QR code on the left to be directed straight to our enquiries page.

**Ofsted Registration Number**

Playdays at Buxton Infant School	EY295176
Playdays at Harpur Hill	EY319763
Playdays at Burbage	EY497373

## About Playdays

Welcome to Playdays Out of School Club. We provide high quality childcare at a reasonable cost within a relaxed but stimulating environment of friendship and creativity. We have two breakfast and after school clubs based in Buxton Infants and Harpur Hill Primary and as well as an after-school club at Burbage Primary.

Playdays is owned and managed by Andrew O'Connor as part of Green Lane Nursery Ltd. Andrew set up Playdays in 2004 after establishing a need for quality out of school care in the area. We take childcare very seriously and understand the trust you place with us when you choose us to look after and care for your children. We have a dedicated team of friendly, highly motivated practitioners, all of whom are DBS checked, hold childcare qualifications and a paediatric first aid certificate.

Our clubs aim to provide an exciting activity programme that encourages children's play. Children attending should feel confident within the setting to enable them to develop physically, emotionally, and socially whilst having the opportunity to explore, discover and be creative. We believe that children should be allowed to play freely both indoors and outdoors, most of all we encourage the children to have fun!

What our Parents and Ofsted think about us . . .

Staff's engagement with parents is outstanding and a major strength of the club.

The hardest part is getting my child to leave at the end of the day.

The range of activities offered are the best I have known from any out of school club.

Children take pleasure in sharing their news at snack time when they arrive, and they gain independence skills as they serve their own snacks. This helps them to develop confidence in their own abilities and builds their self-esteem.

## **Breakfast and After School Club**

We have two breakfast and after school clubs: *Playdays at Buxton Infants*, and *Playdays at Harpur Hill*, and an after-school club at *Playdays at Burbage*.

Our after school clubs provide care from the end of school until 6pm and we offer a superb range of activities, including arts and craft, games and sports, scooters, plus lots of outdoor play. We provide daily snacks including fresh fruit, toast, rice cakes, breadsticks, and brioches.

Our breakfast clubs run from 7.45am until school starts and includes cereals, toast, brioche, and a drink, plus a chance to play before school starts. Please note that breakfast is only on offer before 8:30am so that children have enough time to get ready for their day at school.

### ***Playdays at Buxton Infants***

Based at Buxton Infant school on Hardwick square. We also provide daily morning drop off and after school collections from Buxton Junior School using minibuses or walking. Please come to the front gate of the playground; if we are inside, please call the mobile number on the gate.

### ***Playdays at Harpur Hill***

Based at Harpur Hill Primary School in the library. Breakfast club operates from 7.30am by arrangement. Please use the Playdays doorbell located outside the main reception door.

### ***Playdays at Burbage***

Based in the '*Room of Requirements*', the club provides after school care. To access the club, walk down the right-hand side of the school building into the playground and round to the external door of the *Room of Requirements*.

## Family App

We are very pleased that we have recently introduced a paperless management system called Family. Family makes communication between our settings and our families much easier for everyone. You, as parents, can access your own online accounts, pay your bill through the mobile app, and even request session changes. It is an extremely convenient way of managing your child(ren)'s care and at the same time it has dramatically reduced our carbon footprint.

☺ If you have more than one child at our settings, you can use the same login for both, and manage their care, notices, and invoices in the same place. Once you have a login you can add another parent or anyone that may collect your child and put their picture on the system.

☺ You can send message to your club staff or to the office, and report that your child is sick or on holiday.

☺ You can update details and permissions directly to Family, for example, if you move house or change your telephone number.

☺ Newsletters, invoices, and accident forms will all be sent out on Family.

Club staff will still be available for a face-to-face conversation which we believe is very important.

### Join our Family!

- Once you have returned the registration form and ticked the consent form, we will set you up on the system and you will receive an email invitation to join Family.
- Follow the link in the email and create your own password.
- Download the Family app to your mobile or tablet.
- Log in with your email and password.
- Please fill in all your personal details.
- Please fill in all your child's details including any allergy information.
- Please add details and photos of people on your child's collection list

If you have any questions about Family, please do get in touch by phone or email.

## Pricing

Times	All Schools	Times	All Schools
Breakfast Club from 7.45am	£7	School end to 4.30 pm	£7
Breakfast Club from 8am	£6	School end to 5pm	£9
Breakfast club from 7:30am HARPUR ONLY	£8	School end to 5:30pm	£11
		School end to 6pm	£13
Playdays is <b>not registered past 6pm</b> , this is the latest you can pick-up your child/ren. Any late collections after 6pm will be charged at <b>£30 per 30 minutes or part thereof</b> .			

### Bookings and Payments

Parents/Guardians may choose to book their children in on a regular basis which can initially be done via the regular booking form in this pack, or ad hoc sessions which can be requested though Famly.

All early drop offs, or late collections, will be charged to the next 30 minutes.

If you wish to cancel any booked sessions, we require *at least 48 hours' notice* to enable you to 'bank' this session for use another time outside of your regular booking pattern.

Please note this date and message your club manager on Famly when you wish to use it to enable us to discount it from your booking.

If *less than 48 hours' notice* is given, sessions are unable to be banked and are still *fully chargeable*.

If your child is poorly and absent from school, you are permitted to bank the session.

Any banked breakfast and afterschool club sessions must be used before the end of the academic year in which they were banked from or they will expire.

Please note that permanent cancellation or a reduction in regular hours requires *4 weeks' notice* and you will still be charged until this date.

Invoices are sent out around the third week of each month and are due by the 30<sup>th</sup> of that month. Please note that prompt payment allows us to pay the people that look after your child(ren).

Future bookings will only be taken if your account is clear.

If you have any difficulty paying the invoice, please come and talk to us so that we can arrange repayments over a longer period. If we do not receive payment by the 30<sup>th</sup> of the month, we will contact you. Invoices that are not paid in full or on time will include a *£10 late payment charge*. At this stage, we reserve the right to no longer provide childcare for your child(ren). If payment is still not received, your account will be passed onto a debt-recovery agency who will add their fee onto the invoice, which you will also be liable for.

## Playdays Holiday Club

Holiday Club is based at Buxton Infant School and has on offer, an extensive, exciting, and fun-filled programme of age-appropriate activities and outings. This includes trips out, sports, themed craft, archery, canoeing, baking, and much more. Our three minibuses allow us to take the children on trips out to Chatsworth, Thornbridge Gardens, Lyme Park, Tittesworth and many other intriguing places.

Holiday Club is available to children aged 4 to 14 years old and children may start with us from the summer of the year they will start school. Care is provided from 7:45am until 6pm. Age groups are split into over 7's and under 7's. A more adventurous programme is offered for the over 7's group, including: canoeing, kayaking, climbing, rock scrambling, and archery.

Please note, all Outdoor Pursuits activities are run by Andy O'Connor who is a qualified instructor, working to National Governing Body guidelines. All personal protective clothing will be supplied where applicable.

	Times	Cost
All week	<b>7.45am – 5pm everyday inclusive of trips</b>	Please see different age programmes for weekly cost
Standard Day <b>without Trip</b>	<b>9am – 4pm</b>	£25
Standard Day <b>with Trip</b>	<b>9am – 4pm</b>	£25 <b>plus trip cost</b>
Breakfast Club (Including breakfast)	<b>7.45am – 9am</b>	£4.50
Additional hour	<b>4-5pm</b>	£4

To book in for any out of school activity you must complete the registration, parental agreement and booking forms. Holiday club booking forms and programmes will be posted on Famly approximately three weeks prior to the holiday starting.

Please note that places are on a first come, first serve basis. If you wish to cancel any booked sessions, we require *at least 48 hours' notice* to enable you to '*bank*' this session for use another day. Please note this date and message a club manager on Famly when you wish to use it to enable us to discount it from your booking. If *less than 48 hours' notice* is given, sessions are unable to be banked and are still *fully chargeable*.

Please send your child with a piece of fruit for morning snack, a packed lunch, a water bottle, a waterproof coat, suitable footwear, and a change of clothing in case of any accidents. We will provide afternoon snack at 3pm.

## Sample Holiday Club Programme

### Under 7's Programme

	7:45am - 10am	10am - 11am	11am - 12pm	12pm - 1pm	1pm - 2pm	2pm - 3pm	3pm - 4pm	4pm - 5pm
<b>Mon</b>	Breakfast and room play	<b>Key rings and jewellery making followed by an afternoon designing chocolate bark</b> Make key rings, bracelets, and a necklace for yourself or as a gift for someone special. Design your own chocolate bark.						General Play Outside
<b>Tues</b>	Breakfast and room play	<b>Lego Day</b> Build Lego, Paint with Lego, Lego Masks, Lego competition, make and decorate a paper Lego person and see who can make the tallest Lego tower.						General Play Outside
<b>Wed</b>	Breakfast and room play	<b>Day trip -Tittesworth £4 extra</b> Play on the park, feed the ducks, and look for the bear's chairs						General Play Outside
<b>Thurs</b>	Breakfast and room play	<b>Day trip- Macclesfield Park £4 extra</b> <b>*Bring your own scooter and helmet (a scooter can be provided if you don't have one)</b>						General Play Outside
<b>Fri</b>	Breakfast and room play	<b>Spending the morning on a woodland treasure hunt followed by an afternoon at Playdays Ice Cream Parlour.</b> Create your own delicious ice cream sundae!						General Play Outside

### Over 7's Programme

	7:45am - 10am	10am - 11am	11am - 12pm	12pm - 1pm	1pm - 2pm	2pm - 3pm	3pm - 4pm	4pm - 5pm
<b>Mon</b>	Breakfast and room play	<b>Adventure day – Rock scramble at the roaches followed by Tittesworth £4 extra</b> Scramble up the roaches before enjoying lunch and the adventure playground at Tittesworth						General Play Outside
<b>Tues</b>	Breakfast and room play	<b>Canoeing/Kayaking/Paddle Boarding £8 extra**</b> Please come in old clothes and shoes, bring a towel and a full change of clothes for afterwards						General Play Outside
<b>Wed</b>	Breakfast and room play	<b>A morning of gardening and afternoon at Playdays Ice Cream Parlour.</b> Decorate your plant pot and plant some seeds to take home and watch grow then spend the afternoon creating your own delicious ice cream sundae.						General Play Outside
<b>Thurs</b>	Breakfast and room play	<b>Archery**</b> <b>&amp;</b> <b>Team Sports</b>						General Play Outside
<b>Fri</b>	Breakfast and room play	<b>Lyme Park £4 extra</b> Walk to the cage, explore the deer park, and have fun in the awesome adventure playground!						General Play Outside

## **Playdays Activities**

At Playdays, we ultimately want children to come to us to play and have fun; not to continue their school day with formal learning. We tailor our daily activities around the things that the children in our care enjoy playing with and are passionate about. We believe in planning in the moment and are enthusiastic about centring everything that we do around the wants and needs of all the children.

## **Mobile Phones and other Electronic Devices.**

We have a strict mobile phone policy and personal phones are not permitted under any circumstances. If your child has a mobile phone with them this will be removed and placed in a safe place until you come to collect them. If you need to contact your child while they are at the club, please call the Playdays mobile phone. Please do not allow your child to attend the club with personal electronic devices such as iPads, PSPs etc. They stop children from interacting with each other and we cannot take responsibility for them.

## **Equal Opportunity Policy**

We believe that Playdays should be open to all children, families, and all other adults committed to children's welfare. We aim to ensure that all who wish to work or volunteer in our setting, have an equal chance to do so. Our service will be advertised as widely possible, and every effort will be made to accommodate all children's needs.

Our aim is to show respectful awareness of all the major events in the lives of the children and families in our care, in our society, and to welcome the diversity of backgrounds from which all people come. Without indoctrination of any specific faith, children will be encouraged to welcome a range of different festivals together with the stories, celebrations, food and clothing they involve, as part of the diversity of life.

All children will be respected and their individuality and potential recognised, valued, and nurtured. Activities, and the use of play equipment, offer children opportunities to develop in an environment free from prejudice and discrimination.

Playdays responsibly recruits and employs staff, and we take equal opportunities seriously. We have a legal responsibility to take such steps as are reasonably practical to prevent unlawful discrimination.

## **Additional Needs Statement**

At Playdays, we strive to make all children and parents feel welcome and happy. All children will be respected and their individuality and potential recognised, valued, and nurtured. We aim to support children with additional needs and work with parents, health care professionals and other agencies.

## **Inclusion Policy**

The setting aims to be fully inclusive and adhere fully to current guidelines and legislation. If a child has additional needs, then those needs will be discussed with parent(s) and a special care plan put into action. This will include staff training needs, strategies to be put in place and any additional support needed from the local authority, school, or other agencies.

## **Confidentiality**

Information on an individual child will be kept in the registration form folder. Playdays staff will only share information with the child's parent(s) and then appropriate information with childcare professionals and staff.

In an extreme case, the manager can share information with an appropriate agency or childcare professional e.g., child protection.

Staff will not discuss matters of a confidential nature outside of the club or amongst themselves unless absolutely necessary. Private lives of parents and staff should be kept private.

## **Quality statement**

Playdays believes in providing the best service it can and has a positive outlook to quality. We try to encourage feedback from parents and staff because we recognise that this is the way we can improve. We have high expectations of the children and staff, maintaining the quality we enjoy.

OFSTED and The Health and Safety Executive (who collectively look at every aspect of the business) will inspect the club regularly and without notice. As part of this process inspectors will talk to children and parents and ask for their opinions on the club. We gather feedback by talking to children and parents, sending out regular questionnaires. We also have a comments box for parents.

## **Healthy Eating Policy**

We provide a snack for children when they arrive at the club, to keep children going until teatime. Our snacks include toast, brioche, rice cakes, breadsticks, fresh fruit, and vegetables, and very occasionally biscuits or party food at the end of term. Due to allergies, we *do not* permit children to bring their own food to Playdays unless there are special circumstances that have been previously discussed with staff.

## **Safeguarding Children Statement**

We create an environment where children are safe, and build trusting and supportive relationships between families and staff. All staff and volunteers have been vetted through an in-depth employment process which Playdays is responsible for. This includes an enhanced disclosure check through the Disclosure and Baring Service, references, interview, observation, induction, and regular appraisals.

All staff regularly complete safeguarding training to keep themselves up to date with relevant issues and legislation. As such, staff understand that child abuse can be physical, emotional, sexual, neglect or a mixture of these. Changes in children's behaviour and appearance will be monitored and a child incident sheet completed and filed.

Parents/guardians will usually be the first point of reference where there are any concerns about the child or there is a safeguarding issue. The protection of the child is our top priority, and we will pass on appropriate information to Social Care and Ofsted. If an allegation is made, we will automatically pass on information to Social Care and Ofsted.

Records of individual children will be kept in a confidential file. All adults working and looking after children in our care are able to put our safeguarding procedures into practice. Playdays will comply with, and follow procedures outlined by the local safeguarding children's board in relation to child protection cases. A copy of those procedures and our Safeguarding and Child Protection Policy is kept on site for staff to refer to.

It is a requirement that a parent/legal guardian gives written permission if anyone other than either parent/legal guardian is going to collect a child. We will only release a child to a named person.

A copy of our full Safeguarding policy is available on request

## **Behaviour Management Policy**

We believe that children and adults flourish best in an ordered environment in which everybody knows what is expected of them, and ask parents support us in this. Children are then free to develop their play and learning with the feeling that they are secure and safe. We encourage children to develop self-discipline and self-esteem in an atmosphere of mutual respect.

### Ways of encouraging positive behaviour include:

- Praising and reinforcing good behaviour
- Encouraging sharing and negotiation
- Setting a good example
- Consulting with children about 'rules'
- Helping children to understand the effects of their behaviour on others
- Helping children to challenge bullying, harassment and name calling
- Encouraging responsibility, for example, help with tidying up and looking after each other
- Reassuring children that they are always valued as individuals even if their behaviour may sometimes be unacceptable

No form of physical punishment will be used or threatened towards children. Likewise, we expect the same from parents whilst on the premises.

Any behavioural issues will be discussed with parent(s) and a joint approach to tackling any problem will be developed. As a very last resort, you may be asked to find alternative care for your child(ren) if a problem persists. A copy of our full Behaviour Management Policy is available on request.

## **Tax credits**

As part of the Working Tax Credit scheme, most working parents qualify for extra help towards the costs of childcare. If you do qualify, the total amount of help you receive will depend on your income but can be as much as 80%.

Please visit <https://www.childcarechoices.gov.uk/> and click 'apply now' for more details and eligibility.

Alternatively, log onto <https://www.taxcredits.inlandrevenue.gov.uk> or ring the Inland Revenue helpline on 0845 3003900 for more details and eligibility.

Please note, parents fill in the forms and not us; we will give your child's hours and costs to the Inland Revenue if agreed by you to allow them to calculate the correct amount of credit.

## **Complaints Procedure**

If you have a general comment to make, then you can talk to the staff member in charge of that particular area. If you would like to make a formal complaint this can be done either verbally or in writing to the club manager or to Andrew O'Connor c/o 11 Green Lane, Buxton, SK17 9DP. Normally a complaint can be dealt with quickly, however all complaints will be investigated and a response made within 28 days. A serious complaint will also be passed onto OFSTED or alternatively you can complain directly to them in writing to OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD

A copy of the full complaints' procedure is available on request.

## **Medication**

We can only administer prescribed medicines for a recognised condition\*. The person prescribing that medication can be a doctor or appropriately qualified pharmacist or nurse.

A medical consent form on Famly must be filled in by staff, giving full instruction on what medication is to be administered and the time; this will be sent to parents/carers on Famly for them to acknowledge that all information is correct.

Staff will log any medication doses and the times that they were given to children on Famly through the medication form for parents/carers to see and acknowledge.

Any child who has sickness and or diarrhoea should not return to Playdays until 48 hours have passed symptom free and they are not on any medication to control symptoms; this includes paracetamol suspension.

Please inform us if your child has an infectious or communicable disease as we may have to notify the appropriate authorities.

Parents/carers will be contacted to come and collect their child if they are poorly, or have a high temperature at Playdays; we do not have the facilities to nurse sick children.

**\*We cannot administer any non-prescription medication**

## **Sun policy - Outside play during warm/sunny weather.**

- During warm weather please send your child with a hat. All children must wear a sun hat. Playdays will provide a suitable hat if you have not provided one.
- Children will always have access to drinking water.
- The after school club will provide Lacura high factor children's sun block, and this will be applied to all exposed areas of skin before outside play time and at regular intervals according to manufacturers instructions.
- If your child has sensitive skin or cannot use the sun block that Playdays provides, then please provide a container of suitable sun block that is labelled with your child's name.

## **Pictures and Social Media**

Pictures of your child(ren) taking part in activities are taken on a regular basis and used for internal displays and sending to you privately on Family. Playdays also has a Facebook and Instagram account where pictures will be uploaded for parents to access; only friends of Playdays will be able to access these pictures.

No pictures will be given to any third party.

If you do not want your child to have their picture taken or used for promotional/social media, please indicate this on the parental agreement contract.

## **Data protection**

To effectively look after the children in our care, it is important that we hold and retain certain information about them as well as their parents. Please note that we would only share information with third parties where there is a legal requirement to do so, i.e., in the case of a child protection issue.

The type of information we hold includes the child's name, date of birth, home address, dietary requirements, attendance information, emergency contacts, accident and incident forms and photograph permission.

The type of information we hold about parents includes their name, home address, telephone numbers and personal email address.

Information will be retained in accordance with our record retention policy, a copy of which is available on request.

## Summary

### What you can expect from us:

We will...

- Provide families with a quality service
- Provide your child(ren) a stimulating and caring environment
- Supply quality staff that are trained above national requirements and are positive role models for children.
- Provide a varied, exciting, and challenging activity programme to aid the development of your child (ren).
- Keep families informed of their child's development
- Always treat families with respect and without prejudice
- Always listen to your comments and concerns and deal with any issues promptly
- Uphold consistent and simple rules and promote positive behaviour.
- Discuss any issues with parents to try and form a joint approach to any problem.
- Always maintain confidentiality
- Inform families of any illness' children may have come into contact with at the setting.

### What we expect from you:

Please...

- Inform us of any changes in hours or cancellations as soon as possible
- Inform us of any change in circumstances, in particular addresses and telephone numbers.
- Inform us of any illnesses etc your child has that may be contagious.
- Pick children up at the agreed time.
- Pay your bill on time.
- Support us, regarding behavioural problems so that situations can be improved.
- Always treat staff with respect and direct any comments/complaints at the appropriate people i.e., supervisors or managers.
- Do not smoke or swear whilst on our premises.