



The Community Hall
Stafford Leys Primary School
Leicester Forest East
LE3 3LJ

**Before and after school childcare
in a friendly, caring
and vibrant environment.**

**For all enquires, contact Louise Percival
by completing the contact form at
www.theplaypad.info**

“Children say ‘they love coming to the club’ and
parents are overwhelmingly positive; communication
between school and the club is excellent.”

Ofsted report, March 2020



New Opportunities Fund
LOTTERY FUNDED



Vision Statement

“Local demand for such a provision came to my attention in 1999 when I was working as a registered childminder. In March 2002, I decided to explore the need for a before and after school club via a questionnaire for parents whose children attended Stafford Leys Primary School. The response was very positive and the seed was sewn to nurture an active and successful club to meet the childcare needs of the local community.”

The Play Pad opened in December 2002. In June, 2024, The Play Pad underwent a change of legal entity and became The Play Pad LFE Ltd. For the purpose of this document, it is still referred to as ‘The Play Pad’.

Louise Percival
Director
The Play Pad LFE Ltd

Introduction

The Play Pad is a before and after school facility located in The Community Hall at Stafford Leys Primary School, Leicester Forest East. It is available during school term times for children aged between 4 and 11 years.

The purpose of The Play Pad is to:

- provide a safe, secure and welcoming environment to all children who require the facility
- provide appropriate toys, games and activities that meet the needs of the children who attend
- encourage positive behaviour to ensure all children attending benefit from socialising within a mixed age range
- treat each child as an individual, respecting him/her at all times
- ensure the safety and well-being of all children whilst they are in the care of The Play Pad
- maintain confidentiality regarding children and families who use The Play Pad
- follow Ofsted guidelines regarding the Early Years Foundation Stage
- follow advice from Public Health England and adhere to any Government guidelines with regard to the service available
- support parents and carers as necessary regarding their child/ren
- provide a ‘Key Worker’ for every child in the Early Years Foundation Stage
- allow children to access other ‘after school’ clubs within school, provided they have been booked in by their parent

For the purpose of this document, the word ‘parent’ refers to an adult with legal responsibility for a child.



Registration

The Play Pad is registered with Ofsted. Wraparound care is available for children aged from 4 to 11 years. The childcare registers are split into three parts:

- o The Early Years Register is for all children until 31st August following their 5th birthday
- o The Compulsory Register for children aged 5 – 8 years
- o The Voluntary Register for children aged 8 years and over.

It is a requirement that prospective parents visit The Play Pad before registering their child. For all enquires, contact Louise Percival by completing the contact form at www.theplaypad.info

There is currently a one-off registration fee of £30 per child.

The Play Pad was inspected in March, 2020 – the report is available online at: www.ofsted.gov.uk search for EY337172

The Play Pad LFE Ltd Ofsted registration number is 2791970 and is currently awaiting inspection

The Play Pad's Policies and Procedures

The Play Pad has policies and procedures to enable the best possible experience of before and after school care for children and their families. The most up to date version is available to read on the Stafford Leys School website: staffordleys.com – follow: *Parents > Wraparound Care > <https://theplaypad.info/>* They are reviewed on a regular basis; comments and suggestions are always welcome from parents.





Before School Care – 7.30am to 8.45am

7.00am

Staff arrive and set up for the morning session.

From 7.30am

- Parents and children are greeted at the door by a staff member. Children come in, put their belongings in the relevant cloakroom, wash and dry their hands and have breakfast if necessary
- The Play Pad staff will pass on messages from a parent to a teacher if necessary; ideally these should be in writing
- Staff sign the children in as they arrive on the register
- **Breakfast** – juice, milk and a variety of cereals, along with a daily choice of yogurts, fruit, toast, and a 'daily special' e.g. toasted muffins, bagels, Scotch pancakes, are available from 7.30am.
- 'Last call' for breakfast is 8am
- Activities and toys are be available for the children to participate in and play with, however, these are limited as staff aim to get the children outside to play before school
- Supervised physical activities such as football, dodgeball and group games take place indoors as well as outdoors.

8.30 am

- Tidy up time - everyone helps
- The staff and children collect their belongings and get ready for school
- The register is checked and all children are accounted for and signed out on iPAL

8.40am

- Staff escort all children for the start of the school day in line with Stafford Leys School's start of the school day procedure
- Children in Years 5 and 6 may make their own way through the playground if permission to do so has been given by their parents

When all children have been safely delivered to school, The Play Pad staff leave the school premises.

The Play Pad





After School Care – 3.15pm to 5.45pm

2.45pm

Staff arrive and prepare the hall for the afternoon session.

3.15pm

- Staff collect all children from their classrooms in line with Stafford Leys School's end of the school day procedure
- Children put their belongings in the relevant cloakroom, wash and dry their hands
- Staff sign the children in on the register
- The children are free to play with toys and/or participate in various activities
- A buffet style snack is served from 3.30pm – after sanitising their hands, children choose milk or water to drink and help themselves to one item from each plate at the 'buffet'. Snack items include bread and butter, cheese, crackers, toast, muffins, bagels, seasonal fruit and salad items/raw vegetables
- Children clear their own plate and cup and wash their hands before playing
- After snack time, there is the opportunity for children to go outside, or, if the weather is unfavourable, participate in physical activities in the small hall

Before going outside to play or into the small hall for physical activities, children and staff do a quick tidy up - everyone is expected to help.

Parents arrive at their convenience to collect their child/ren. A Play Pad staff member greets parents at the door and any necessary information is passed on; staff sign children out on the register.

5.45pm

Staff check the registers and make sure all children have been accounted for. The Play Pad then closes.

*If a child/ren hasn't been collected by 5:45pm, the parents will be contacted.
Two staff members will wait with the child until a parent or named person arrives.
The safeguarding policy will be duly followed if parents are uncontactable
A late collection fee will be automatically added to a parent's account.*

The Play Pad Rules and Behaviour Code

In line with Stafford Leys Primary School, The Play Pad will follow their principles of expectations and consequences to promote acceptable and positive behaviour. The proprietor has overall responsibility for behaviour management issues.

The Play Pad has the following simple expectations for all children:

- ✓ Get ready to play and have fun – belongings should be stored tidily in the cloakroom and/or on the trolley
- ✓ Hands should be washed and dried before entering the hall
- ✓ Participate in activities which you enjoy AND allow others to do so too
- ✓ Keep hands, feet, unhelpful comments, and objects to yourself
- ✓ Listen when others are speaking, follow instructions the first time you are asked
- ✓ Show respect to your peers, The Play Pad staff, and your parents.

In order to encourage the children to follow these rules, appropriate behaviour will always be acknowledged and prompted by the staff. Children are encouraged to help make the rules. When a child's behaviour does not meet staff expectations, they will be treated individually. Explanations for the unwanted behaviour will be given and ideas for positive behaviour discussed. Under no circumstances will the threat or action of physical punishment be used. In each instance the child will be treated as an individual.

In some instances, a staff member may be privy to information from a child about their behaviour, intention of behaviour or other concerns. Other professionals may be informed on a 'need to know' basis, with the welfare and interest of the child being of paramount importance. Such information will always be recorded and dealt with in the strictest of confidence; parents will be informed as necessary.



British Values

According to Ofsted, British values are democracy; the rule of law; individual liberty; mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

Staff at The Play Pad incorporate these values on a daily basis through the activities that are available and during conversations with children.

Bullying



The Play Pad is open to any reports or sights of bullying whether verbal, physical or otherwise. A child or adult may bring incidents to a staff member's attention. All incidents will be treated seriously.

- The person reporting the incident will be listened to
- The victim and the offender will be listened to
- Observations made by staff or witnesses will be discussed and taken into account
- If the offender is guilty, the situation will try to be resolved by talking
- If the offender cannot understand that they have wronged, they will be supported to reflect on their behaviour
- The offender will be expected to apologise to their victim
- For persistent incidents of bullying by the same child, their parents will be informed.
- In some instances, The Play Pad will review its contract with a persistent offender with a period of exclusion from the facility being a final resort.

Discriminatory Behaviour and/or Remarks

Discrimination occurs when someone is treated less favourably because of some characteristic. Discrimination of any kind is unacceptable within The Play Pad. The Play Pad is sensitive to the feelings of a victim of discrimination and will try to help those responsible to understand and overcome their prejudices by listening to individual's accounts or concerns regarding sensitive matters.





Staff

- All staff employed at The Play Pad have relevant childcare experiences which may include a childcare qualification, or may be studying towards one
- All staff will be subject to a satisfactory enhanced Disclosure and Barring check according to current legislation
- All staff will be encouraged to pursue further qualifications relevant to the statutory requirements
- Staffing will be in line with Ofsted's and the insurance provider's requirements
- There will usually be a minimum of 2 staff on duty at all times
- The Play Pad staff will ensure the safe arrival/collection of all registered children to/from the appropriate areas of Stafford Leys Primary School
- Staff will have relevant safeguarding training which will be updated frequently
- Staff will have a current Paediatric First Aid course relevant to statutory requirements
- Staff will work different sessions to meet the needs of the club.



Louise
Proprietor



Sarah
Deputy Manager



Claire
Playworker



Sue
Playworker



Kirsty
Assistant Playworker



Mandy
Assistant Playworker



Joining The Play Pad, Registration Fee, Monthly Fees and Notice to Terminate Sessions

How to join The Play Pad

It is a requirement that prospective parents arrange to visit The Play Pad before registering their child. Contact Louise Percival by completing the contact form at www.theplaypad.info

Registration Fee

Upon receipt of the non-refundable registration fee of £30* per child, a link to iPAL, the online booking system will be emailed for parents to make their account.

Fees from 8th April, 2024

Fees must be paid as invoiced by iPAL on a monthly basis. Parents must log payments on their iPAL account in order for them to be verified. Payments are accepted by BACS or childcare vouchers.

The Play Pad does not accept credit card payment.

Before School Fees (per session):

- 7.30am - 8.45am: £7.25 per child - breakfast is served until 8am

After School Fees (per session):

- 3.15pm – 4.30pm £8.50 per child inclusive of snack and all activities
- 3.15pm - 5.45pm £11.50 per child - inclusive of snack and all activities.

There will be an increase in fees each year from the beginning of the Autumn Term. If necessary, The Play Pad may also increase fees during an academic year.

Notice Period

14 days' notice is required in writing to terminate any sessions; if sessions are terminated and then again required, The Play Pad cannot guarantee that previous sessions will be available. The Play Pad also reserves the right to re-charge the registration fee to re-register a child.

Ad-Hoc Sessions

These must be booked a minimum of 24 hours in advance.

All bookings need to be made by parents on iPAL and are subject to availability. The Play Pad cannot guarantee ad-hoc sessions – if a place isn't available, parents should join the waiting list; additional places will be released if staffing requirements can be met.



Complaints

At The Play Pad we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If, for any reason, The Play Pad falls short of this aim, we would like to be informed so we can amend our practices for the future.

A copy of the complaints policy will be sent to all parents when they sign up; it is also available online at theplaypad.info

Depending on the nature and circumstances surrounding a complaint, it will be dealt with by the manager or registered person.

If the complaint is about the manager, it will be dealt with by the registered person; if the complaint is about the registered person, it will be dealt with by the manager.

All complaints, including those about staff members, will be recorded.

The Play Pad will treat any complaint seriously and confidentially – staff will only be informed on a 'need-to-know' basis.

The following procedure will be adhered to should a complaint arise:

- In the first instance, an informal discussion with relevant persons at an appropriate time will be arranged with the aim of reaching a satisfactory resolution
- If the complaint remains unresolved, the parent must put their dissatisfaction in writing by emailing theplaypad@sky.com
- The Play Pad will acknowledge receipt of the email within 7 days
- The Play Pad will investigate the matter with a view of how it relates to its policies and procedures and fulfilment of statutory duties
- A formal meeting will be arranged with the view of resolving the matter for all parties

If a complaint is raised regarding safeguarding or child protection issues, The Play Pad Designated Safeguarding Officer will be informed and they will follow the appropriate Safeguarding Policy.

A record of any complaint will be kept by The Play Pad with the view of always improving the standards of the club.

Ofsted will be informed of any significant events and complaints by The Play Pad.

Parents may also contact Ofsted

Email: enquiries@ofsted.gov.uk

Telephone: **0300123 4666**

The Play Pad welcomes compliments and suggestions
regarding the service it provides.



General Terms and Conditions

More detailed Ts & Cs are given when a parent registers

NOTE: The Play Pad LFE Ltd is a separate business to Stafford Leys Academy

- **Prospective parents and children** must visit The Play Pad prior to registering – to make an appointment, contact Louise Percival by completing the contact form at www.theplaypad.info
- A one-off, **non-refundable registration fee** of £30 is due when registering a child. This can be paid by **childcare vouchers**, including the **government tax free childcare scheme**, or **BACS** payment, directly into The Play Pad's account: account no 03692612, sort code 09-01-50. Use your child's name as a reference, for Gov TFC use the code given by TFC
- The registration fee does not guarantee availability of sessions as these are booked on a first come first served basis on the iPAL platform
- **Monthly fees** (as per booking per calendar month) must be paid as per invoice and logged on your iPAL account
- **Childcare vouchers** including the **government tax free childcare scheme** or **BACS payments** are accepted directly into The Play Pad's account: account no 03808649, sort code 09-01-30. Use your child's name as a reference. **Payments by credit cards are NOT accepted**
- Reminders to pay for sessions booked are sent by iPAL on the 28th of each month with payment due by 1st of each month
- **If payments are not kept up to date, iPAL will not allow further bookings to be made**
- The Play Pad reserves the right to not accept a child for sessions booked if fees remain unpaid
- There will be **no refund of fees for sessions booked** (ad-hoc or permanent) should your child be unable to attend due to **being excluded, illness, absences or holidays** taken during school term time; this includes **school residential**s
- **14 days' notice is required to cancel any pre-booked sessions with The Play Pad; email Louise at theplaypad@sky.com**
- The Play Pad reserves the right to waive fees in exceptional circumstances
- Fees are subject to regular review and whilst every effort will be made to notify parents of increases in advance, The Play Pad cannot always guarantee this. However, there is usually an annual increase prior to the start of the autumn term
- In the event of monies being owed to The Play Pad, The Play Pad will seek legal advice on how to recoup outstanding balances
- Parents of children not collected by **5.45pm** will automatically be invoiced **£15 per 15 minutes of lateness**.

Staff have a duty of care to all children who attend – this may result in the sharing of information with other professionals.

The welfare of a child will always be of paramount importance.

For administration purposes e.g. Working Tax Credits/Employer Voucher Schemes/Government Tax Free Childcare

The Play Pad LFE Ltd's registration number is Ofsted 2791970