



Coral Cove Out of School Club Prospectus

Coral Cove,
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Devizes,
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www.coral-cove.co.uk

Introduction

Welcome to our Club!

Coral Cove is a privately run before, after school, and holiday club. We provide care for children before school starts, after school finishes and during the school holidays.

Our Promise to You

At Coral Cove Out of School Club we will work in partnership with every family to provide quality childcare in a safe, stimulating and nurturing environment. Our aim is simple; to offer affordable child care for parents, where children have a fun and safe environment to play in and make new friends, improving their confidence and enjoy being a child.

We endeavour to keep all children constantly amused and entertained whilst giving them opportunities to try new activities they may not have experienced before.

Location

Coral Cove Out of School Club is accommodated on the ground floor of the Coral Cove building.



The building is surrounded by a large securely enclosed garden and admittance to the before & after school and holiday club is strictly monitored.

The Staff Team

Our team have a range of qualifications including Level's 5, 3 & 2 for the Children and Young Peoples Workforce they also hold a Paediatric First Aid qualification.

We welcome College and University students during their Summer break and as part of their work experience placements.

There is a continual programme of staff development to enhance their knowledge and understanding of childcare.

Our childcare team spend nearly *all* of their time with the children, building and reinforcing their bond, knowledge and understanding of them.

Parental Involvement

At Coral Cove Out of School Club we recognise that parents need to feel confident and comfortable with the child care that they choose. To ensure this we operate an 'open

door' policy, so that parents can discuss any aspect of their child's care at any time with a staff member. We will provide you with feedback each day about what your child has done at the Club.

WOW Moments

We encourage children to share their achievements from school and home with us. Please bring in photos and certificates that you are happy for us to display. Keep an eye on our art gallery too for your children's art work!

Our Facilities

Play Rooms

The setting is split between two play rooms, on the ground floor. The rooms have free flow access between indoors and out. Our room layout allows us flexibility in being able to simultaneously offer different types of activities to the children in the Club.

Kitchen, Meals and Nutrition

The kitchen is situated within Coral Cove and food provided is to the highest quality. Our menus are planned carefully to ensure a good nutritional balance for all children. We like to encourage the children to eat fresh fruit and vegetables and home baked cakes.

We cater for all children with special dietary requirements which are prepared on site by our cook. The food preparation kitchen has been awarded 5 Stars by Wiltshire Council.

Drinks

Water is available for your child to drink throughout the day.

Toilets

There are 2 sets of toilet facilities within the Club downstairs. All toilets have their own doors to offer privacy to your child. The sinks and toilets are all child accessible.

Outdoors



We consider outdoor play to be vital for your child's health, development and education. Our outdoor areas can be accessed directly from the playrooms, with various items of play equipment available. A high secure fence surrounding the play area ensures security.

Indoors too!

As we are located within Coral Cove, we are also able to use their magnificent soft play centre. Children are required to wear hi-visibility vests when the soft play is open to the public, the children are well supervised by our staff.



Transport

Club transport is fully compliant with all local legislation and is used for drop off and collection at the local schools. During the holidays we can also use it for excursions!

What the Children Do and Learn

Coral Cove Out of School Club Activities for:- All Children

We encourage creativity and individual expression and plan activities to enable the children to do this. We also plan excursions and trips to fun and exciting places on occasions, especially during the holidays!



There is a very relaxed routine in the after school and holiday club, although this does not mean that there is lack of activity! Your child will have lots of opportunities to choose and explore the fun activities available. We aim to provide a safe, fun and friendly environment for all children from reception age (age 4 years) up until Year 6 (age 11 years) We want the children to relax and have time with their friends, playing games, taking part in craft activities, cooking, or even taking advantage of our outdoor space with some team games.



If the children need to complete homework at our after school club, they can with full support and guidance from the staff.

Children with Special Needs.

We offer a bespoke service to be able to cater for children with Special Needs, please call for more details.

Staffing Ratios.

Current legislation states 1:30; however we will be aiming to maintain a maximum ratio of 1 staff member to 15 children, with a minimum of 2 staff available at any one time. Often our ratios will be better than this.

Drop off/Collection

By Parents

Coral Cove Out of School Club offers a large parking area for parents while collecting and dropping off their children. Children are released only to the adults listed on the Consent form previously provided by you. Release to any other adult may occur with a written authorisation signed and dated by you, or by direct communication with the Coral Cove Out of School Club Manager. We have a password system in place for this. Identification may be requested at any time. Parents / Carers are also asked to sign their child into and out of the building.

By Club Staff

Children can be dropped at school and collected from school by our DBS checked members of staff, in our own club transport, fitted with appropriate child seats and safety equipment. If attending the after-school club we will bring them back to the club for a fun afternoon. You can collect them at the end of your day knowing that they have been well cared for.

For children attending school outside of a 5 mile radius of Coral Cove there will be an additional charge for the staff member to accompany your child to school.

Fee Structure (from September 2016).

Session Times and Fees

Registration Fee: £25

- Breakfast Club - Inc Breakfast £4.50
- From school finish to 4.30pm £6.00
- From school to 6pm - Inc Dinner 10.50
- Full Day, holidays - 7.30am-6pm - £28
- Part Day holidays - 7.30am – 4pm - £23
- Half Day, holidays (8am to 1pm) - £15
- Half Day, holidays (1pm to 6pm) - £15
- Extra Hour £3.20
- Hot Meal £1.50

During the school holidays, meals are not included however they can be provided at a cost of £1.50 per meal. The children are welcome to bring in a packed lunch providing it does NOT contain items such as sweets, chocolate, nuts or fizzy drinks. Holiday Club menus are planned in advance.

- Fees are payable in advance on 15th of each month, ready for the next month.
- Any additional hours your child attends for are added to the next month's bill.
- Invoices will be issued by email.
- If payment is not received prior to the sessions, the child will not be allowed to stay.
- Payment can be made by electronic transfer, cash or by credit or debit card.
- We prefer not to accept cheques.
- A registration fee of £25 per child will be required, before they start the club. The registration fee is non-refundable.
- Fees are payable if your child does not attend the club due to illness.
- If you are going to be late to collect your child from the club, please telephone us to make us aware of this as soon as possible.
- We reserve the right to charge a late collection fee of £10 5-15minutes late, £20 15-30 minutes late and so on.
- With four weeks' notice, we will deduct 50% fees for two weeks' holidays per year.
- One calendar months written notice is required if you would like to change your hours or no longer require your place.
- We reserve the right to charge a late payment charge of £20 and daily interest at 10% of the invoice, if invoices are not paid on time.

Child tax credit

You can claim for up to 70% of your child care costs if you work sixteen hours or more and your family income is less than £58,000.00. There is a helpline number 0845 300 3900.

Childcare Voucher Schemes

We are currently accepting Sodexo, Fideliti, Edenred, Care 4, Kiddicare, P&MM, Kids Unlimited and Computershare vouchers. If your employer uses a different scheme, please ask.

Public Holidays

The club will be closed on all Bank Holidays and from Christmas Eve to New Years Day (inclusive).

Out of School Club Policies

A full set of our club policies are located in the room for parents to look at. If you would like to take these policies to read please speak to a member of staff.

Equal opportunities

We have an active equal opportunities and inclusion policy at the Club. All staff are given training on equal opportunities to ensure that anyone who comes into contact with our club is made to feel valued and treated with respect. Our staff are also very valuable to us and we expect that they too are treated with respect.

Safeguarding Children/Child Protection

We have a child protection policy at the club. The aim of this policy is to ensure the protection of all children in our care. We have a statutory duty to ask you about any injuries your child may have when attending the club, to record any concerns we may have and if necessary pass these concerns to the Multi Agency Safeguarding Hub.

Behaviour

The Club has a policy on behaviour. We aim to develop an atmosphere of respect for other people and property. Children will be helped to understand that certain behaviour is not acceptable or appropriate within the club because it is unsafe or unfriendly, the child will be spoken to and helped to understand why their actions were unacceptable. All good behaviour shown by children will be praised and encouraged by the staff.

Complaints

At Coral Cove Out of School Club we aim to provide an excellent service to parents, children and staff. If you have any cause for complaint, if you feel able, please discuss it with a member of the childcare team.

If you do not feel happy with how your complaint is dealt with, please speak to Alison Brooks. You have a right to voice your complaint further with our registered body.

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Piccadilly Gate
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Tel: 0845 6404040

Further questions

If you have any further questions about the club or would like to arrange a visit please do not hesitate to contact us on: 01380 739944.