Little Disciples Childcare

Parent/Carer Contract

At Little Disciples Childcare our aims and objectives are to provide and develop a reliable, affordable and quality Wrap around care service which includes Breakfast Club, Nursery Plus, Afterschool Club & Holiday Club.

Document Title:	Parent/Carer Contract
Owner:	Little Disciples Childcare
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Responsible Individual Signature:	
Person in Charge Signature:	

Version	Date	Changes Made	Author	Approved By	Next Review Date
1.0	March 2024	Initial Release for Provider changes	S. Gocher	A. Stephens	April 2025 or termly if changes
1.1	April 2024	Minor amendments	S. Gocher	A. Stephens	April 2025 or termly if changes
1.2	January 2025	Minor amendments – Pg numbers and Document Control	S. Gocher	A. Stephens	April 2025 or termly if changes
1.3	12/02/2025	Staff member removed	S. Gocher	A. Stephens	April 2025 or termly if changes
1.4	April 2025	General policy review	S. Gocher	A. Stephens	April 2026 or termly if changes

PARENT CONTRACT

We believe that there needs to be a formal agreement between the Little Disciples Childcare and parents/carers. The contract will outline the obligations and commitment of both the setting and the parent/carer.

This is a contract between the Management Committee of Little Disciples Childcare (referred to as 'the setting) and the Parents or legal Guardian (referred to as 'the Parent') of a child (or children) that is enrolled at Little Disciples Childcare.

The setting: -

1. Will be known as 'Little Disciples Childcare' and will operate out of St. John the Baptist School, Penymynydd, Flintshire, CH4 0EN.
2. Is registered with the Care Inspectorate Wales (CIW) and operates within their regulations, guidelines, and rules. Their Inspectors visit the setting to ensure the appropriate standards of care are being provided in line with regulations and the national minimum standards.

REGISTRATION

If you would like to register your child at Little Disciples Childcare, then you will be required to fill in an application form online & a paper copy. Once your application form has been processed, if there is a space an offer letter will be sent to you via email.

HOURS OF OPERATION

The setting opens for breakfast club from 7.50am until 8.50am, Nursery Plus from 11.25am until 3pm, afterschool club from 3pm until 6pm and our holiday club is open from 8am until 5.30pm. The setting is closed during Bank Holidays and for a period of 2 weeks over Christmas. Our setting is also closed during school INSET days.

CHANGE OF DAYS/REDUCTION IN DAYS

When joining our setting you will agree a certain pattern of days with us, and we will employ staff to accommodate these specific hours. If you wish to change or reduce your days, you must contact us as soon as possible and provide 1 months' notice period.

Every effort will be made to accommodate the new pattern of days, we cannot always guarantee this. Your original days will, of course, be secure but you may have to go onto the waiting list for the new days you are asking for. This system will also apply once you have started in our setting. If you wish to increase your days, please book on our iPal booking system or get in touch with a member of staff.

Depending on our numbers at the time of the request you may be put onto the waiting list from that date.

SETTLING IN SESSIONS

We aim to support parents/carers to help their children settle quickly and easily by considering the individual needs and circumstances of each child and their families.
These settling in sessions are charged at the normal flat rate of the session in attendance. If you or a senior member of staff wish to extend the settling in period, we can look into this for you; however, after the settling in week, you will pay full price and attend only on the days of your booking.

AD HOC - ADDITIONAL SESSIONS

Applications for ad-hoc sessions will only be taken via email or on our booking system iPal. The Manager will look to see if we have your requested dates available. An email will be sent to inform you if we have the availability or not. Please be advised if you book an additional date and then cancel this it will still be charged at the adhoc session rate. Unless a confirmation email has been received by parent/carers from the Manager your ad hoc day is not confirmed. We are not able to include funded hours for one off sessions and therefore charge at the non- funded rate.

TERMINATION

Little Disciples Childcare reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of other children within our care and or any staff member.

WITHDRAWAL

Parents agree that a minimum of 1 months' written notice will be given for permanent withdrawal of their child. This can be done via email. The responsibility is of the parents/carers to ensure that the notice has been received by the Manager. No exceptions will be made.

PAYMENT OF SETTING FEES

Setting fees are invoiced monthly. The setting reserves the right to increase fees at any time giving one calendar month's notice of the proposed increase to parent/carers. Setting fees include all sick days and holidays taken as these are paid days. Fees are based on booked days not attendance. Refunds and credits will not be given for days when your child does not attend due to sickness or holiday. We will try to accommodate any swaps in days, extra sessions where possible; however, these cannot be guaranteed. If you have booked an extra session and then decided to cancel this will still be charged at the daily rate.

Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties.

Payment of fees are made by bank transfer or by debit/credit using our iPal booking system. Cheques and cash are not accepted.

Bank details are as follows:-

Trading name: Little Disciples Out of School Club Account

Number: 61580213

Sort Code: 40-41-29

Please use your child's full name as a reference.

1. GOVERNMENT FUNDING

Three and four-year-olds are entitled to 17.5 hours a week of free childcare during term-time and 30 hours during the school holidays. You will need to apply for the free childcare offer on the government website. Once you're registered, we will accept your application and we will claim the funding on your behalf from the Welsh Government. Once we have received the application and accepted, we will deduct the funded childcare offer from your invoices on iPal. Any remaining fees are to be paid by the Parent/Carer.

LATE PICKUP OF YOUR CHILD

Please advise the setting immediately if you will be arriving later than the pre-arranged time of 6pm to pick up your child. It is the parents/ carers responsibility to ensure that children are picked up no later than 6pm and if you are not able to pick up your child alternate arrangements must be made. Late collection is charged at £15.00 per 15 minutes.

Please notify the setting if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form. They must bring a photographic I.D. and a password will be used.

SICKNESS

Please advise the setting prior to 9am if a child will not be attending the setting due to illness. Parents agree that a child who is ill (e.g. persistent fever, infection, diarrhoea, communicable disease, or any other type of illness that may be passed on to others, with the exception of the common cold) will be kept at home to protect the well-being of the other children in our care as well as staff. The parents further agree should a child become ill while in our care that immediate arrangement will be made to remove the child from the setting. The manager or deputy manager will contact parents if their child is unable to cope with the day and parents will be expected to collect their child. Children will not be allowed to return to Setting until they have been symptom free for at least 24 hours for a fever and 48 hours for sickness or diarrhoea. In some cases, a note from a doctor may be necessary. By signing this contract, you are agreeing to staff seeking any necessary emergency medical advice or treatment during their time at Setting.

In line with our medication policy, we can only administer prescribed medication from a medical professional. If parents are administering Calpol to their child in the morning, they should not bring their child into Setting as they are unwell. By signing this contract, you are agreeing to not bring your child into Setting whilst unwell.

DIETARY REQUIREMENTS AND ALLERGIES

The manager, setting cook and parents will work together to ensure a child with specific food allergies receives no food at Setting that may harm them. This may include designing an appropriate menu or substituting specific meals on the current setting menu. This will be done wherever possible; however there may be some food items or meals that we would ask to be provided from home.

CAREPLANS

If your child has a specific allergy or medical condition a care plan will be put together to ensure the safety of your child. The care plan will outline information about the allergy, illness or condition, the type of medication, how it is to be delivered, dosage, frequency and contact details of parents, emergency numbers and the family GP. The care plan will be completed by the parents and the manager/deputy manager. The child's health visitor (or other medical practitioner or specialist) will be notified, but their failure to attend will not prevent the care plan being drawn up. If your child requires medication to be given daily or as an emergency precaution such as an epipen parents must ensure they have provided this. Without this medication your child cannot start. All medication for children must have the child's name clearly written on the original container. Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times. All medications must be in their original containers, legible and not tampered with or they will not be given.

SAFEGUARDING

Safeguarding regulations and Welsh Government guidance make it clear that settings and have a very important role to play in the protection of children against any form of abuse. This is confirmed by our safeguarding policy, which sets out the necessary procedures to be followed by all members of staff. Therefore, all staff at Little Disciples Childcare have a duty to refer concerns about the wellbeing of children to Flintshire Social Services department for further advice. Parents will be informed of the settings intention to refer issues to outside agencies wherever possible. Our designated members of staff responsible for child protection at Little Disciples Chldcare are Mr. S Gocher (DSL), Mrs. E. Eccles (DDSL) & Mrs. Anna Stephens (DST).

SOCIAL MEDIA

Little Disciples Childcare realises that social networking has now become an integral part of everyday life and that many people enjoy membership of social network sites such as Facebook or Twitter. However, we are also aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach confidentiality or offend anyone when using these sites.

Social networking sites include, but are not limited to the following technologies:

- Facebook, Twitter, or Instagram
- Blogs
- Discussion forums e.g. whatsapp groups, online parent forums
- Collaborative online spaces
- Media sharing services e.g. You Tube

We require that parents/carers:

- Demonstrate courtesy and respect for children, other parents, staff and the setting when comments are placed on social networking sites.
- Use appropriate language if discussing the setting.
- **Address any issues or concerns regarding the setting directly with the manager rather than voicing this on social media, forums or group chats.**
- Not to use social network sites to make derogatory comments or post photographs which could bring staff into disrepute, including making comments about children, parents and staff members.
- Not to post photographs of other people's children on social network sites without permission
- Personal blogs should have clear disclaimers that the views expressed by the author in the blog are the author's alone and do not represent the views of the setting. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the setting.
- Information published on your blog(s) should comply with the Confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums and social networking sites.
- Not to give their SeeSaw or iPal password to anyone else.
- Not to ever take photos from or of SeeSaw

We ask that parents/carers remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it through social media.

Any parent/carer seen to be breaking the agreement above will be spoken to by the setting Management, a warning given, and the possibility of a place withdrawn for your child.

BEHAVIOUR MANAGEMENT

If a child's behaviour is seen to endanger others and all routes according to our Behaviour policy have been adhered to Management will arrange a meeting with the parents to discuss the options available and provide support where necessary.

DATA PROTECTION

I understand that my child's records will be held on a computerised database and that this is protected by the Data Protection Act 1984, 1998 and 2018 and that they will be used for no other purpose than company business. I understand that if I require a copy of this personal information, I must make a request in writing. I agree to be contacted via email for the purposes of Setting.

MOBILE PHONES AND RECORDING DEVICES

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the setting or when collecting or dropping off their children. Parents/Carers are not permitted to use any recording device or camera (including those on mobile phones) on the setting premises without the prior consent of the manager.

ACCEPTANCES

The parent/carer has read and understood the Terms and Conditions outlined in this contract. This agreement must be signed by all people with Parental Responsibility and/or those who accept responsibility for paying fees.

Signed by Parent/Carer	
Date:	

Signed by Manager/Deputy Manager	
Date:	