



Here for young people  
Here for communities  
Here for you

# Childcare

# Parent Handbook

👉 [nottsymca.com/childcare](https://nottsymca.com/childcare)

☎ 0115 711 7006

✉ [childcare@ymcarhg.org](mailto:childcare@ymcarhg.org)

Dear Parents and Carers,

# Welcome to YMCA Childcare!

Our before and after school clubs follow an exciting, progressive programme designed to encourage children to discover their interests, develop new skills and support their educational outcomes.

In addition to art, play, group games and sport, children have the opportunity to get involved with some brilliant and unique activities.

## Mindfulness & Yoga

We deliver amazing mindfulness and yoga sessions to support children's emotional and physical health. Calming and focusing, children will be set up for a brilliant day at school, or a restful evening at home.

## Core Value Awards

At YMCA, we celebrate children through our core value awards that help us all grow to be happy and thriving individuals: Respect, Responsibility, Honesty and Caring.

You can learn more about our day on page 4.

All of our Play Leaders are so excited to welcome you to our sessions! Please, if you have any questions feel free to contact me directly on [catherine.shotton@ymcarhg.org](mailto:catherine.shotton@ymcarhg.org)

Warmest regards,

## Catherine Shotton

Assistant Operations Manager –  
Early Years and Childcare

## Have any questions?

Email [childcare@ymcarhg.org](mailto:childcare@ymcarhg.org)  
or call us on 0115 711 7006





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# Key information

## Site visits

Parents and children are welcome to visit the site prior to starting at the club. We actively encourage this for young children who may be worried by new environments. If you want to chat about your child's needs or development please arrange a suitable time with staff by emailing [childcare@ymcarhg.org](mailto:childcare@ymcarhg.org)

## Late collection

We appreciate there may be traffic! If you are running late please call the site phone, a late charge may be added to your account. Please see our Terms and Conditions for information about late collections.

## Child collection

A parent/guardian or authorised person must sign each child out. No children will be allowed to leave without a named person listed on the registration form. The person picking up children must be at least 18 years of age, please talk to the senior play leaders on site to discuss under 18s collection.

Please note that we will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

## Arriving and leaving unescorted

Before any child is allowed to arrive and/or leave the Before School Club and/or After School Club unescorted, a letter must be completed and signed by the registered parent/guardian.

We will inform you by text once your child has safely left/arrived at the premises.

# Our sites



Simply choose your childcare through our online system **bookings.nottsymca.com** and select 'Payment Plan' at check-out. Spread your childcare costs monthly via Credit Card or Standing Order.

## Middleton Primary and Nursery School

**Collection information** - Come through the gate at the left hand side of the school we run from the community room, please close the gate after you.

🕒 7:45am - 8:45am

☎ 07398388073

£ £7.00 per session

👤 4-11 years

🕒 3:30pm - 5:45pm

☎ 07398388073

£ £11.50 per session

👤 4-11 years

## St Teresa's Catholic Primary School

**Collection information** - Call the site phone, number is on the school gate and your child will be brought to the gate.

🕒 7:30am - 8:45am

☎ 07398389683

£ £6.90 per session

👤 4-11 years

🕒 3:00pm - 5:45pm

☎ 07398389683

£ £11.50 per session

👤 4-11 years

## Djanogly Sherwood Academy

**Collection information** - Call the site phone, number is displayed on school main entrance door and your child will be brought to reception

🕒 3:10pm - 6:00pm

☎ 07487440821

£ £11.00 per session

👤 4-11 years

## Djanogly Northgate Academy

**Collection information** - Press the YMCA doorbell and a member of YMCA staff will let you into school

🕒 3:10pm - 6:00pm

☎ 07732404768

£ £11.00 per session

👤 4-11 years

## John Hunt Primary School

**Collection information** - Press the intercom on the first gate on the left as you enter the school drive and staff will let you through, we run from the community room.

🕒 3:15pm - 6:00pm

☎ 07535977083

£ £11.50 per session

👤 4-11 years





# Our Day



## Say hello!

Meet your play leaders, get registered, settle in and ready for the session.

## Skills Coaching

gives children to take part in structured weekly sessions and challenges to build their knowledge and confidence in a variety of different activities.

## Activities & Skills Coaching

Every day we have something brilliant and inspiring to get involved with, including fantastic weekly challenges!



## Tidy up time

Everyone helps out to get our space looking nice and tidy for the end of the day.



## Mindfulness & Yoga

Each day we take time to relax, be present and look after our mental wellbeing! It's the perfect way to end the session, ready for home or a day at school

## Time to go!

Time to be picked up, or be taken to school for the day!





# How to book

## 01 Monthly instalments

Simply choose your childcare through our online system [bookings.nottsymca.com](https://bookings.nottsymca.com) and select 'Payment Plan' at check-out. Spread your childcare costs monthly via Credit Card or Standing Order.

## 02 Full year

Customers are able to easily pay for the full academic year in advance through our online portal [bookings.nottsymca.com](https://bookings.nottsymca.com)

## 03 Ad-hoc bookings

If you do not need childcare ongoing, simply email us at [childcare@ymcarhg.org](mailto:childcare@ymcarhg.org) or phone **0115 711 7006** to book in ad-hoc.

Please note these are subject to availability.

With YMCA you can have peace of mind knowing there is a space reserved for your child all year round. Simply book through our online system and choose your preferred way to pay.

**We welcome bookings made with tax-free childcare schemes and vouchers.**

\*Bookings made 24 hours before a childcare session starts will be classed as a late booking and you will be required to pay the Late Bookings and Drop-in price.



# Communication, feedback and complaints

**John Hunt Primary School** Ofsted Number: EY560598

**St Teresa's Catholic Primary School** Ofsted Number: 2643388

**Middleton Primary and Nursery School** Ofsted Number: EY468606

**Middleton Community Centre** Ofsted Number: 2734209

**Djanogly Sherwood Academy** Ofsted Number: 2548671

**Djanogly Northgate Academy** Ofsted Number: 2548448

We would love to hear your feedback. Of course, our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or call **Cath Shotton on 07787178269**.

At the end of every term, you'll receive a short email survey to share your feedback with us. Our staff love to hear how your children have got on, so please give a mention to any staff who have made your time special.

Alternatively, you can write a letter and return it another day or pop it in the post to head office:

**YMCA Robin Hood Group,  
16 St James's Street  
Nottingham  
NG1 6FG**

## Our complaints policy

If you have concerns about the quality of the care your child is receiving, it is usually best if you discuss it with us. Contact Cath our Assistant Operations Manager - Early Years and Childcare on **07787178269**. If you are a parent/ carer and cannot resolve your concern through discussion, you can send your formal written complaint to **childcare@ymcarhg.org** or by post to the address above or ask for our Complaints procedure on the parents noticeboard on site.

# Keeping healthy & safe

## Medical authorisation

We need your permission before we can administer your child with any medication. This must have been prescribed by their doctor, dentist or nurse. You will need to complete a medication administration form on the first day your child attends the club.

We can only administer medication if it is in its original container with the following information:

- **Child's name**
- **Date of prescription**
- **Prescription's expiry date**
- **Name of pharmacist**
- **Correct dosage instruction**

## Illness, accidents and emergencies

Please don't bring your child to childcare if they are not feeling well. Call us on the site number.

In the event of an accident or sudden illness, the club staff are equipped with paediatric 1st aid training. If the situation warrants further attention, emergency services will be contacted. You will be notified, by phone, if any injury or illness requires medical attention or if your child needs to be picked up. If we can't contact you, the emergency contact person that you have indicated will be notified.

## Safeguarding

YMCA take our duty of care very seriously and have robust safeguarding processes in place. If you would like more information, please email [childcare@ymcarhg.org](mailto:childcare@ymcarhg.org)



# Behaviour policy

We are committed to providing a caring, friendly and safe environment for all the children in our care.

Persistent behaviour that endangers the child, other children in the programme or staff, may result in suspension or removal from the programme. Please ask to see our behaviour policy if required.

## Bullying

Bullying is defined as the deliberate action which causes others to feel hurt, uncomfortable or unhappy. This is totally unacceptable. Any incident will be dealt with promptly and effectively.

## School closures

Occasionally, winter weather may require a snow day or rare circumstances may result in an emergency closing. We follow the schools lead on snow days

## Buddies

We encourage the older children to help any new children settle. Staff and other children will provide comforting reassurance to younger children if they are upset or overtired.





Everyone should have a  
**fair chance** to discover  
who they are and what  
they can become.



# TERMS AND CONDITIONS FOR YMCA CHILDCARE (Updated December 2023)

**These terms and conditions provide the basis of agreement for parent carers and YMCA in providing our childcare programmes.**

## 1. PARENT/CARERS

1.1 To make your booking you will need to create an online account including username and password using our online bookings system at [nottsymca.com](https://nottsymca.com) facilitated by our external provider MagicBookings.

1.2 You will need to make a booking before your child can start at one of our childcare settings and immediately inform YMCA of any changes to the information provided such as contact details or emergency contact information and inform YMCA if your child has any Special Educational Need and Disability (SEND) or allergies and medical needs.

1.3 Children will not be released to any person who is not usually responsible for collecting them without a password and prior notification. If an individual attempts to collect a child without prior notification, we will not release the child until we have contacted the named responsible adult. The person picking up children must be at least 18 years of age; otherwise, a release to minor form will need to be completed.

1.4 We will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

1.5 Please inform YMCA if your child is the subject of a court order and provide YMCA with a copy of the order on request.

1.6 You must inform YMCA immediately if your child is not able to attend a booked session by calling the specific site phone number or bookings team on 0115 711 7006.

You must inform YMCA in advance of any dates that your child will not be attending the childcare setting.

1.7 Complete a medication administration form if you require our staff to administer any medicine to your child. Please ensure that the medication is prescribed by the doctor/dentist/nurse or pharmacist with a dispensing label showing child's name in the original packaging.

1.8 Inform us immediately if your child is showing symptoms of any contagious illness. You must not allow your child to attend the setting if they are showing symptoms which could be passed on to another child.

## 2. BOOKINGS AND PAYMENT

2.1 When a booking is made, it is made on a permanent basis. For example, if you book a Tuesday and Wednesday session, those sessions will be allocated to your child until you cancel these sessions.

These sessions will be honoured by the YMCA until notice to change sessions or notice of cancellation is given to YMCA.

2.2 Shift working patterns can be accommodated, please call our bookings team on 0115 711 7006 to discuss availability and payment details.

2.3 Ad-hoc/late bookings are subject to each individual setting's availability, if available they are bookable up to 1 hour before the session, these bookings are subject to higher fees. Please visit [nottsymca.com](https://nottsymca.com) for fee details.

2.4 Details of our current fees are listed at [nottsymca.com](http://nottsymca.com). We may review these fees at any time, but we will inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end your booking with us by giving one months' notice by calling 0115 711 7006 and speaking to the bookings team.

2.5 All fees must be paid on a monthly basis, in advance of sessions. All payments made under these terms and conditions must be by debit or credit card, childcare vouchers or tax-free childcare.

2.6 No refunds will be given where your child's childcare place is unattended due to illness or holidays. Where childcare settings are closed on bank holidays (or substitute days), no refund will be given for this closure as our fees have been calculated taking these closures into account.

2.7 If you have been unable to collect your child by the published setting closure time, we will charge you a late collection fee of £5 per every 5 minutes. Please call ahead to inform us if you are going to late in collecting your child. We discourage appointments and early collection as it disrupts the day for both your child and other children at the childcare settings. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

2.8 Our childcare settings can only take a certain number of children each day, in accordance with staff ratio and Ofsted regulations. Places will be allocated on a first come, first served basis.

### **3. CANCELLATIONS / SUSPENSIONS**

3.1 You may make changes to or cancel your booking pattern giving at least one months' notice, please call 0115 711 7006 to make

changes or provide written notice to cancel your booking to [childcare@nottsymca.org](mailto:childcare@nottsymca.org).

3.2 We may end our childcare agreement with you if you have failed to pay your fees or you or your child have breached the terms and conditions or breached the code of conduct listed in the parent handbook.

3.3 We may suspend the provision of childcare to your child giving one months' notice, at any time if you have failed to pay any fees or your child's behaviour at the childcare setting is deemed unacceptable or endangering the safety of other children at the childcare setting.

3.4 If the period of suspension exceeds one month, you or the YMCA may terminate the childcare booking by written notice sent to [childcare@nottsymca.org](mailto:childcare@nottsymca.org).

### **4. CLOSURES**

4.1 We may take the decision to close your child's site. We will give you as much notice as possible of such a decision.

### **5. GENERAL RESPONSIBILITIES**

5.1 We have a duty to protect all child in our care and staff follow our safeguarding children policy and procedure (a copy is available on request). We follow our safeguarding children policy and procedures which include reporting safeguarding incidents where we consider that a child may have been neglected or abused to the relevant authorities. If we believe your child is at risk of significant harm however we would discuss this with you beforehand.

5.2 Please ensure you include all information about any SEND, medical needs, diet, and supervision requirements on your online account. Every child is considered individually, and every effort will be made

to include a child within the limits of the resources of the programme. Failure to inform us of your child's needs could result in us being unable to offer your child a place at our childcare settings.

5.3 If you have any concerns regarding the childcare settings or wish to make a complaint, please discuss these with the Senior Play Leader in the first instance. If these concerns or complaints have not been resolved, please contact the Assistant Operations Manager – Early Years and Childcare.

5.4 Before any child is allowed to arrive and/or leave the Before School and/or After School Club unescorted, a letter must be completed and signed by the registered parent/carer. We will text you when your child leaves our care. YMCA will not be responsible for any child once they have left the premises under this agreement.

5.5 We ask that all personal toys and electronics such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home. Unless we specifically ask for item to be brought in for an activity.

5.6 Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often get several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. YMCA Robin Hood Group is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

5.7 From time to time we may have photographs or video taken of the children who attend our childcare settings. These photographs / videos may be used for promotional purposes. We will not take

photos or videos of children without parental consent, as per our data protection policy. You should ensure the permissions section of your online account is up to date with your preferences.

5.8 As the number of children with nut allergies is increasing, with the support of parents we aim to keep our childcare settings Nut Free. Parents are requested not to include nuts in packed lunches. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil to help those who may have nut allergies.

5.9 We can administer sun cream to children, please update your account preferences if you would rather, we didn't apply sun cream to your child. Please provide your child with spare clothing if you think they may have accidents. Please also provide appropriate clothing for all types of weather.

5.10 Occasionally we watch movies as part of our programme, but we will seek parental permission on each occasion.

## **6. DATA PROTECTION**

6.1 When you create an account with us and make a booking, you are confirming you have read and understood these Terms and Conditions and agree to comply with them.

6.2 YMCA Robin Hood Group's general publicity and marketing images / video will be kept for three years from the date of capture. After this time, YMCA Robin Hood Group will delete images/video or seek further consent from you to continue to use them. These images and/or video could be used on the YMCA Robin Hood Group website, online social media channels including Facebook, Twitter and Instagram, and printed promotional materials such as posters and flyers.



For our full media consent policy please visit <https://www.nottsymca.com/terms-conditions/>

6.3 You can remove your consent regarding images/video and/or marketing communications at any time by emailing YMCA Robin Hood Group Marketing and Communications team on [MPR@nottsymca.org](mailto:MPR@nottsymca.org) or by calling 0115 711 7006 and asking to speak to anyone in the Marketing team.

6.4 All images/video will be kept electronically in a private and secure area on our servers and will not be disclosed to any external sources without your consent. We may also store images on paper for design and proofing purposes. In compliance with current UK data protection legislation and the GDPR legislation, YMCA Robin Hood Group is committed to protection personal information and complies with the Data Protection Act (1998) as well as the General Date Protection Regulation 2018.

## 7. CHANGES

7.1 We may make changes to these terms and conditions from time to time, and we will notify you by email if we make any changes to these terms and conditions.



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Registered Office: 16 St James's Street, Nottingham, NG1 6FG

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