



# Parent Handbook

Revised: 06/02/2025

## History

Bear Pak is a non-profit organisation and has been operating since September 1994. We provide afterschool, nursery wraparound and holiday care for children aged from 3 up until 12 years at Fairfield Primary School, Dryden Road, Penarth. Our provision is registered with CIW and we have qualified staff to supervise and provide a high standard of care for the children.

The club is managed by a Board of Directors and is registered for up to 56 children for after school and holiday club and 18 children per session for nursery wraparound.

## Facilities

After school and holiday club – for children aged 3-11 years (Between 3.00pm-6.30pm term time and 8.00am-6.00pm school holidays) – Direct contact number: **07714509120**

The after school and holiday club is situated within a large hall where children can experience new play opportunities and develop their all-round skills from football to arts and crafts. There is also a playground and large field for children to play outdoors. The children can choose which activities they would like to take part in or choose to relax in the quiet area with a book or a film. The after school and holiday club offers both a hot and cold tea in the afterschool club and breakfast, snacks and tea during holiday club. The club is managed daily by Michelle Andrews who is the Person in Charge.

Nursery wrap around– for children aged between 3 and 4 years (between 8.00am and 3.30pm) – Direct contact number: **07714509120**

Our wrap around club takes place in our own building within the nursery playground of Fairfield Primary School where daily activities take place in accordance with the Curriculum for Wales. Children's development is monitored and documented in the form of development records which is shared with parents and carers. Children also have direct access to an outside area which is used daily. Whilst at our wrap around centre, children will be provided with breakfast if attending the morning and both sessions will include all drinks and a snack. For lunch, we ask that children are provided with a packed lunch. Both clubs strive to cater for all dietary needs including allergies and cultural requirements. The club is managed daily by Michelle Andrews who is the Person in Charge.

## Registration

All children must be registered with the club before they can attend. Registration forms are available from us at [enquiries@bearpak.co.uk/07702873067](mailto:enquiries@bearpak.co.uk/07702873067) or can be downloaded from our website at [www.bearpak.co.uk](http://www.bearpak.co.uk). At registration, a one off, non-refundable registration fee of £10.00 will be charged to cover the administrative costs in processing your child's details. In addition to that, an initial deposit of 2 weeks' of sessions will need to be paid to secure the child's sessions. The deposit paid (minus the registration fee) will be deducted from your child's session costs.

## Attendance

If you know that you will require particular days, paying for a regular booking means that you can be assured your child has a place. We are able to take children already registered at the club at short notice if we have space for that session. When you know your child may not be attending a session, it is important that you let us know this to avoid confusion at school collection times.

Absences of children will still be charged for unless it is a bank holiday or a school inset day. This is due us having to hold your child's place whilst they are absent which means us having to still pay our staffing costs in order to maintain regular correct ratios of staff to children. It is assumed on inset days that your child will not be attending and therefore will not be booked in. However, should you wish your child to attend Bear Pak, please contact the administrative team and we will do our best to accommodate your booking request.

## Policies and Procedures

The policies and procedures in this handbook are condensed. For full and further policies and procedures, please see the Bear Pak staff who will be happy to provide you with a copy.

## Programme

### **Nursery Wrap Around**

**8.00-9.00** Wrap around club starts- Children are provided with breakfast and dropped to school if needed.

**9.00-10.30** Activity and free play

**10.30-11.30** Snack time and circle time (fruit and milk/water provided)

**11.30- 12.00** Free play and collection of children from nursery

**12.00-1.00** Lunch and free play (children dropped to afternoon nursery sessions)

**1.00-2.30** Activity and free play

**2.30-3.15** Snack and circle time (fruit and milk/water provided)

**3.15-3.30** Home time

### **After School Club**

**3.00– 4.00** Children are collected from school (or brought to After School Club from Wrap Around Club) and escorted to our after school club situated within the main hall at Fairfield Primary School.

**4.00-4.30** Children have the freedom to choose which activity they would like to do. The club provides various activities to encourage children to make friends and enjoy themselves.

**4.30-5.30** Tea time for the children. The children have a varied menu with both a hot or cold light meal option provided. Any allergies/dietary requirements are catered for where needed.

**5.30- 6.30** More play time and home time. (Some children go home at 6pm)

Typical daily activities include cooking, arts and crafts, sports, group games and quiet activities. The planning is displayed on the notice board for you to see what your child will be doing.

### **Holiday Club**

**8.00-9.30** – Breakfast and free play

**9.30-10.30**– Activity and free play

**10.30-11.00** – Snack time

**11.00-12.00** – Activity and free play

**12.00-1.00**- Lunch time (Packed lunch)

**1.00-2.00**- Activity and free play

**2.00-3.00** – Activity and free play

**3.00-3.30**- Snack time

**3.30-4.30**- Activity and free play

**4.30-5.30** – Tea time

**5.30-6.00** – Group games

**6.00-6.00pm** – Home time

### Mission Statement

Bear Pak aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the club continues to meet the needs of children and parents/carers.

### Fees

Fees must be paid in advance by either cash, cheque, 30 hour child care offer, bank transfer or vouchers.

Payments can be made to:

Bear Pak

Sort Code: 20-18-27

Account number: 10985260

Please use your child's name as a reference. Failure to pay fees by the date stipulated on the invoice will result in a late payment charge of £25.00 and may result in your child's sessions being cancelled.

### After School

**£11.00** – Collection from school and supervision until 4.30 pm (snack not included).

**£15.50** – Collection from school, snack and supervision until 6.00 pm

**£18.50** – Collection from school, snack and supervision until 6.30pm

### School Holidays

Holiday booking forms will be available at least two weeks prior to each holiday club and planning will be displayed to include any trips or special visitors. We cover most holidays excluding bank holidays and one week at Christmas.

We are open from 8.00 am until 6.00pm and provide breakfast and tea for a full day. For lunch, we ask parents to provide a packed lunch for their children.

**£37.50** – Full day (until 6pm) – Breakfast and evening snack included

**£19.50** – Half day – 8.00am until 1.00pm (Breakfast included) or 1.00pm until 6.00pm (Tea included)

**Trips- dependent on venue** – Full day trip or special visitor. No meals are included in price of trips unless otherwise stated on the holiday club booking form. Large packed lunches are required with plenty of drink.

### Nursery Wraparound

Breakfast Club and school drop off (from 8.00am) **£7.50**

Morning session- **£25.00**

Afternoon session **£21.50**

Morning session & after school club until 4.30pm **£35.25**

Morning session & after school club until 6.00pm **£39.75**

Afternoon session & after school club until 4.30pm **£31.75**

Afternoon session & afterschool club until 6.00pm **£39.75**

**(Sibling discount is available)**

**Late Collection-** Bear Pak reserves the right to make an additional charge of £5.00 for every 5 minutes late up until a 30 minute point where the charge is £40.00 and £7.50 thereafter for every 5 minutes after 30 minutes of lateness. This is to cover wages of staff who will be required to remain with the child/ren until they are collected.

### Our Commitment to you

Bear Pak is committed to meeting the needs of parents and carers by:

1. Listening and responding to your views and concerns.
2. Keeping you informed of changes to our policies and guidelines, including opening times, fees and programme of activities.
3. Providing regular newsletters regarding the club activities and items interest.
4. Sharing and discussing your child's achievements, experiences, progress and friendships along with any difficulties that may arise.
5. Providing quality care and activities that put the needs and safety of the children first.
6. Providing activities for your children that are interesting, stimulating, educational and moral.
7. Accessing a variety of facilities and equipment under safe and supervised conditions.
8. Providing a staff team that are experienced, well trained and properly supported staff.
9. Ensuring that the environment in which your children play does not accept discrimination or bullying in any form to the best of our ability.

### Special Needs

Our service is aware that some children have special educational needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome and that our activities promote their welfare and development.

The services we provide are committed to the integration of all children in its' care. The club also believes that children with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special needs will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same experiences and are helped to overcome any disadvantages they may face.

We believe that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play a full, active and equal part in the clubs activities.

## **Bullying**

Bear Pak is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our club, whether the offender is a child or an adult. Everyone involved in the club – staff, children and parents/carers – will be made aware of the clubs stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances and will be dealt with using our disciplinary procedure. The club defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse.

The Person in Charge and staff will make every effort to create a caring environment at the club where bullying behaviour is not acceptable and where positive behaviour is rewarded and encouraged. Staff will discuss issues surrounding bullying openly with the children through activities and the formation of club rules. Children will be told what bullying is and the consequences of it occurring. Despite all efforts to prevent it, bullying may occasionally happen and the club recognises this fact. In the event of such incidents, the clubs procedures will be followed.

## **Suspensions and Exclusions**

Bear Pak is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children at the club. However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the club on either a temporary or permanent basis. Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions and help to develop strategies to avoid repeat incidents.

Details of all suspensions and exclusions will be recorded and kept on the clubs records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the club has the right to temporary suspend or permanently exclude a child in the event of persistent and unacceptable behaviour. Only in the event of an extremely serious or dangerous incident will a child be suspended from the club with immediate effect. In such circumstances, the child's parent/carer or emergency contact will be contacted to collect the child immediately. Children will not be allowed to leave the premises until a parent/carer arrives to collect them. After any immediate suspension has taken place, the child will be invited with their parents/carers to a meeting to discuss the incident and if it is possible for the child to return to the club. Staff will always keep parents/carers informed about behaviour management issues relating to the child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

## **Child Protection**

We believe that children have the right to a completely secure environment that is free from both fear and the reality of abuse and we are committed to protecting all children in our care from harm. The club has an appointed member of staff as the Child Protection Officer. This officer has training and expertise and will be responsible for liaising with Social Services, the Area Child Protection Committee and CIW in any child protection matter. Child abuse manifests itself in a variety of ways, some overt and other much less so. All staff have child protection training and will be vigilant for signs and evidence of physical, sexual, emotional abuse and neglect.

## **Dealing with allegations**

The club is committed to ensuring that it meets the responsibilities in respect of child protection by treating any allegation seriously and sensitively. On discovering an allegation of abuse, the Child Protection Officer will immediately refer to the local statutory child protection agencies.

## **Equal Opportunities**

Our club is committed to taking proactive steps to ensure that we provide a safe, caring environment free from discrimination for everyone in our community. The club's equal opportunities policy aims to help everyone in the club challenge and eliminate discriminative behaviour whether it be direct or indirect. This includes decisions made in employment practises and service provision to ensure our services achieve equality of opportunities for all.

The club aims to provide an environment that promotes and reflects cultural and social diversity and is equally accessible to all. The club will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

The club recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of parents/carers. As such, the club will welcome and encourage parents and carers to get involved in the running and management of the club and to comment on the effectiveness of its policies and procedures.

### Collection of Children

Our club has the highest regard for children in our care from the moment they arrive, to the moment they leave. At the end of every session, the club will ensure that all children have been collected by their parents, carers or designated adult. If for some reason the child is not collected at the end of the session, the following procedures will be activated:

1. The Person in Charge will call the parent/carer or designated adult and use any other emergency contact details available in order to ascertain the reason for the delay and how long it is likely to last.
2. Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as necessary.
3. A late fee will be charged for the late collection of children which increases the later the pickup. These fees are displayed on the parents' notice board.
4. Under no circumstances will a child be taken home (home referring to a staff member's home) by a member of staff or away from the club's premises.
5. The child will remain in the care of the club until they are collected by the parent, carer or designated adult.
6. If a parent/carer or emergency contacts fail to collect the child, social services shall be contacted and the child will be placed in their care.
7. Some children may get collected by car or by a reputable taxi company due to distance from club or weather conditions. Where this is the case, all vehicles will have relevant insurance, have safety checks carried out and have booster seats when needed. Children will never be left alone in a taxi.

### Compliments and Complaints

We welcome your comments on our service so that we can improve it as necessary. We will always be very happy to receive your compliments. If for any reason you are unsatisfied with any aspect of the service, you can contact the Bear Pak Person in Charge:

– Michelle Andrews – 07714509120/manager@bearpak.co.uk

If a complaint is made about the Person in Charge, the Managing Director (Responsible Individual) Laura Williams can be contacted at [managingdirector@bearpak.co.uk](mailto:managingdirector@bearpak.co.uk). If necessary the club's Board of Directors will conduct the investigation.

All complaints made to staff will be recorded in detail and will acknowledge receipt of the complaint within 3 working days. The matter will be fully investigated within 14 days, however may be extended to another 14 days with agreement from the complainant.

The club feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result. If a satisfactory resolution cannot be found, then complaints can be made to the Board of Directors and/or CIW.

CIW

Welsh Government,

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Telephone: 0300 7900126

Email: [ciw@gov.wales](mailto:ciw@gov.wales)

If you have any questions or would like any further information, please contact the team:

**Tel:** General Enquiries – 07702873067

Onsite team – 07714509120

**Website:** [www.bearpak.co.uk](http://www.bearpak.co.uk)

**Email:** [enquiries@bearpak.co.uk](mailto:enquiries@bearpak.co.uk)

**Address:**

Bear Pak

Fairfield Primary School

Dryden Road

Penarth

CF64 2RT

