



At Coquet Park First School.

## Morning 'Toddler Zone' & 'School Day' Session.

**Starting 16<sup>th</sup> April 2018.**

Information guide for 2018 for Toddler Zone, School Day Session & Afternoon  
Wraparound Care.

**Toddler Zone, 9am – 12 noon**

**School Day Session, 9am – 3pm**

**Afternoon Wraparound Care, 12 – 3pm**

For more information or to book a visit contact Manager Shirley Robinson at  
**Zone4kids on 0191 2008787**, or email [sr@tynemouthnursery.com](mailto:sr@tynemouthnursery.com)

### **Open To.....**

Those parents who already have children attending school or nursery  
**as well as new parents** looking to start their toddler on their journey  
to education.



## **Introduction.**

Welcome to Zone4kids Out of School Club at Coquet Park First School. Zone4kids is a well-established childcare service which provides a safe, caring and fun environment, whilst maintaining a homely feel for all the children.

Zone4kids are delighted to announce that we are extending our sessions at Coquet Park First School from 16<sup>th</sup> April 2018.

## **Morning 'Toddler Zone' for 2-year olds starting 16<sup>th</sup> April 2018**

### **'School day' Session, starting Monday 16<sup>th</sup> April 2018.**

From Monday 16<sup>th</sup> April 2018. Zone4kids will now be offering a morning session 'Toddler Zone' for 2 & 3-year olds, (3-year olds who not yet eligible to start Coquet Park nursery) from 9am-12noon and a 'School Day' session 9am – 3pm every day.

This information guide is to give you all the information you will need about the childcare provision at Zone4kids for 2 & 3-year olds attending Toddler Zone, Afternoon Wraparound & School Day session.

## **Our Aim.**

Set in Coquet Park First School working primarily with the school, but also with the wider community, we provide Breakfast Club, After-school Club, afternoon Wraparound, morning Toddler-Zone and a school day session. We understand that for many parents and carers, childcare plays a vital role for themselves and their children in our increasingly busy lives. Zone4kids at Coquet Park offers a variety of sessions from 7.45am – 6pm to accommodate parents, as well as develop a link between the school, parents and Zone4kids to continue to ensure your child reaches their full potential.

In an open plan environment, we aim to provide a 'homely' style feel which welcomes the children to a warm, safe and secure environment, where the children are valued and their happiness and enjoyment is paramount to distinguish the children's time between Zone4kids and their day at school. With use of the school outdoor facilities, children have the opportunity to exert their energy through the many planned outside activities as well as have time to relax and enjoy a large range of indoor activities we can continue to develop your child's learning through a variety of play-based activities appropriate to their age whilst recognising each child as an individual and promoting equal opportunities.



## **Our Mission Statement.**

‘Providing outstanding childcare in a warm, friendly and homely setting’

## **Our Staff.**

Providing high quality care for the children is paramount and we pride ourselves on the high level of staff qualifications within our company. With their exceptional knowledge of the Early Years Foundation Stage we can continue to develop your child’s learning through a variety of play-based activities appropriate to their age whilst recognising each child as an individual and promoting equal opportunities. We endeavour to maintain the outstanding expectations set through the company ethos as well as Coquet Park First School.

### **Zone4kids Manager, Shirley Robinson**

NVQ Level 3 and has over 30 years’ experience in managing Nurseries and Out of School Clubs.

### **Deputy Manager, Helen Mathwin.**

Level 4 in Childcare & Early Years.

### **Nursery Nurse, Sarah Graham.**

Level 3 in Childcare & Early years.

### **Apprentice Nursery Nurse, Rebecca Hills.**

Level 2 in Childcare & Early Years, currently working towards Level 3.

### **Area Manager, Michelle Gascoigne.**

BA Honours, Childcare & Early Years.

### **Directors, Rob & Kaye Kilsby.**

Every member of staff goes through an enhanced DBS check and recruitment checks, safeguarding training and holds an up-to-date PFA certificate, Zone4kids at Coquet park also holds ‘Millie’s Mark’ accreditation.



## **Toddler Zone, afternoon Wraparound and School Day Sessions & Times.**

We follow North Tyneside School's admission policy for more information please follow the link.  
<http://my.northtyneside.gov.uk/category/129/school-admissions> .

<b>Session</b>	<b>Times</b>	<b>Available too...</b>
Toddler Zone	9am – 12noon.  Rolling pick-up between 11.45 & 12 noon in line with nursery pick up.	Available for 2-year olds & 3-year olds (unless eligible to attend Coquet School nursery).  Available to parents who have children attending Coquet Park as well as new parents.
Afternoon Wraparound.	12pm – 3pm	Children who have attended Toddler Zone.  Children from Coquet Park morning nursery.  Parents outside of Coquet Park.
School Day.	9am – 3pm.	Parents who have children attending Coquet Park.  Parents outside of Coquet Park.



## **Toddler Zone.**

### **Session Time 9am – 11.45/12pm (rolling pick-up).**

Available for 2 & 3-year olds. (3-year-olds unless eligible to attend Coquet School nursery).

Our Toddler Zone is ideal for a number of parents and operates every day from 9.00am-12.00pm. Whether you already have children attending school or nursery, or are a new parent, this is a great way to start your toddler on their journey to education. These sessions are a great option if you want your child's learning and care to have structure. Qualified staff are trained to create a safe, happy and stimulating environment where your child can play and develop important skills to support them in the early years, including self-confidence and independence

Your child will be able to access a wide variety of activities on a daily basis, that will be designed to encourage their social, creative, communication and listening skills, as well as their physical development. Your child will also have the chance to play and learn with their peers to help them develop valuable social skills.

Activities your child may take part in include:

- painting, drawing, gluing and sticking
- sand and water play
- listening to stories
- exploring with construction blocks and play dough
- doing jigsaws and puzzles
- moving and dancing to music
- singing songs and nursery rhymes
- cooking simple dishes

So, whether you just need some “me time” or are looking to start your child’s education, Toddler Zone could be just what you are looking for. Toddler Zone is available initially for parents who already attend the school or nursery, but is also available for parents in the wider community if spaces allow. However, please note we do comply with the school’s admissions policy regarding places.



## **Afternoon Wraparound.**

### **Session Time 12 noon – 3pm.**

Available to nursery children attending morning Coquet Park nursery and children attending 'Toddler Zone' as well as those parents looking for afternoon childcare. There are a limited number of places for 2-year olds from 'Toddler Zone' and priority goes to children who attended Coquet Park's morning nursery session, and those who have an older sibling in Coquet Park.

Nursery children are picked up from nursery by our staff and taken to Zone4kids.

In afternoon wraparound we appreciate the children are still young and after a full and exciting morning learning at Coquet Park nursery or Toddler Zone, we understand the children can sometimes be quite tired or just need a little quiet time. We pride ourselves on offering a homely atmosphere for this session whilst still planning opportunities for the children through play that allows them to develop holistically covering all seven areas of the EYFS ensuring your child's learning is progressive. Play is one of the main ways in which children learn. It helps to build up self-confidence by giving a child a sense of his or her own ability and to feel good about themselves. Because it's fun, children often become very absorbed in what they are doing. In turn, this helps them develop the ability to concentrate, ask questions and learn about critical thinking.

Therefore, by providing children with a range of resources and activities we will help them learn through structured and unstructured activities.

## **School Day.**

### **Session Time. 9am – 3pm**

This session is available to 2 and 3-year olds (3-year olds who not yet eligible to start school nursery) attending Toddler Zone and want to join afternoon wraparound. Places are limited and priority will go to those have older siblings attending Coquet Park First School. This has proved to be a very popular session throughout all of our settings for many parents.

## **Settling-In Sessions.**

All two and three-year-old children will be offered settling-in sessions, to help them adapt to Zone4kids, how many sessions your child needs vary from child-to-child and we will work with you to settle your child in as quickly as possible.



## **2-Year-Old Funding.**

For those parents eligible for 2-year-old funding, in order to provide parents with the maximum flexibility, parents can use their funding in any combination across Toddler Zone, Afternoon Wraparound or a School Day Session. Zone4kids uses an invoicing system called 'Nursery In A Box'. All funded is automatically allocated to the sessions which are pre-booked, any sessions booked additional to the funded hours are chargeable as per that sessions costs.

## **15/30 hours funding in Early Years.**

The government has introduced an entitlement of an extra 15 hours free early years education and childcare for those parents eligible in addition to the universal 15 hours of entitlement for 3 & 4-year olds. In order to provide parents with the maximum flexibility, those parents who are entitled to the extra 15 hours can use those hours in any combination across Breakfast, Afternoon wraparound and Afterschool Club. Zone4kids uses an invoicing system called Nursery In A Box. All funded is automatically allocated to the sessions which are pre-booked, any sessions booked additional to the funded hours are chargeable as per that sessions costs.

## **Meals & Consumables.**

With the introduction of the 30 hours funding and very complex invoicing to go with it – childcare providers now show their fee's in a variety of ways. Zone4kids have tried to keep it as simple as possible with a cost for childcare (which may or may-not be covered by funding depending on age & eligibility), then a separate cost for meals, snack & consumables by showing on their invoices where the funding is allocated which covers the cost for the childcare and Early Education, then a separate cost for meals and consumables.

## **Keyworkers for Wraparound & Toddler Zone children.**

All children attending the above sessions are allocated a key worker who are responsible for your child's care and development.

## **Learning Book.**

We operate Learning book at Zone4kids Coquet Park for all children following the EYFS where you can see your child's development at the touch of a button.



## **Bookings.**

A registration and booking form must be completed prior to your child attending any of the sessions at Zone4kids. Booking forms can be obtained from Zone4kids or you can ring the nursery manager Shirley Robinson at Zone4kids directly on 0191 2008787 where she can email a form or you can email Shirley at [sr@tynemouthnursery.com](mailto:sr@tynemouthnursery.com) . All new bookings will follow the school's admission policy. <http://my.northtyneside.gov.uk/category/129/school-admissions> .

## **Bookings & Cancellations for 2 & 3-year olds attending any sessions.**

All booking pattern sessions will be invoiced for regardless of attendance including sickness and holidays taken during the term. Should you wish to cancel your child's place then 1 weeks' notice should be given in writing to Zone4kids manager.

## **Invoicing.**

Invoices are raised on the 1<sup>st</sup> of the month and emailed directly to you (or the closest day in the new month if this should fall on a weekend). Invoices are paid in arrears for the previous months childcare and should be paid within 7 working days. The invoice shows exactly which sessions your child has attended and on which days. Those parents who are eligible for funding, the invoice shows you which sessions are funded and which are chargeable.

Any arrears of more than 2 months, your child's place will be suspended.

## **Shift Patterns.**

For those parents who work a shift pattern, we will endeavour to accommodate you as much we can. We ask that you supply us with your shift pattern as early as possible in order to try & guarantee your place – there are only limited places available for this.

## **Termination of Place.**

One week's written notice is required if you wish to terminate your place.

## **Sibling Discount.**

10% sibling discount is applied to the oldest child. Discount is not given on meals & consumables and discount is not applied if the either child is in receipt of funding.



### **Holiday Club.**

Zone4kids Coquet Park is open term time only. Zone4kids at Whitley Lodge is open 51 weeks of the year and is available to all children who attend Coquet Park, Whitley Lodge First School and the wider community.

### **All Year-Round Outdoor Play.**

Zone4kids at Coquet Park has full use of the outdoor field and playground and equipment. Zone4kids have to adhere to the same school policy for the outdoor equipment, therefore only gym shoes can be used on the climbing equipment, NO school shoes. The children love to play outside as much as possible so please make sure that your child always has appropriate clothing for the time of year, coat, hat and gloves in the cold weather. In the warm weather we will ask you to provide sun-cream and a sunhat/cap.

### **Picking Up /Dropping off.**

All parents must enter the school grounds on foot through the school pedestrian gate. Parents must ensure they use the right-hand footpath which takes them along the perimeter of the school car park and NOT through the school yard. All parents and carers are expected to sign their child in & out. Access to Zone4kids is through the bottom doors next to the fence. Parents will be observed off the school premises after morning collection between 11.45 & 12pm and afternoon wraparound at 3pm.

### **Mobile Phones.**

The use of mobile phones is not permitted anywhere on the school grounds whilst dropping off or collecting from Zone4kids.

### **Late Collection.**

There will be a late collection charge of £8 per 15 minutes for any children not collected by 12pm from Toddler Zone or 3pm from Afternoon Wraparound. This is to cover charges of extra staffing costs to maintain ratio's. If the problem is persistent, staff will work in partnership with parents and carers to address the situation, however the ultimate consequence of late/non-collection is the forfeit of the club place.

### **Parking.**

All parents & carers must park outside of the school in waves carpark, access is on foot only through the school gate. Anybody with any difficulties who need access to the school car-park must seek permission in advance from the school.



### **Nappy Changing and Toilet Training.**

At Zone4kids we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key person will change nappies according to the child's individual needs and requirements.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. Parents will be engaged in the process of potty training and supported to continue potty & toilet training with their child at home. We use appropriate designated facilities for nappy changing. Children who require cream to be applied will have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocrem. These are supplied by the parent/guardian and must be clearly labelled with the child's name. Parents will also be asked to supply a spare clean clothing should your child have an accident. If your child comes home in Zone4kids spare clothing we will ask you to wash and return items back to us as soon as possible.

### **Accident or Illness.**

IF your child has a minor accident while they are at Zone4kids, they will be cared for by a member of staff. All of our staff are Paediatric First Aiders. Parents/carers will be notified by a member of staff and asked to sign our accident log book. Should your child become ill or have an accident whereby they need to go home or to hospital you will be contacted immediately. Please ensure that you inform us of any change to your emergency contact details.

### **Medication.**

Should your child have a medical condition that requires the administration of medication or long term medical care, please speak with Zone4kids manager Shirley Robinson where a care plan can be drawn up to support your child. If your child needs to take prescribed medicine for a short period of time our staff will administer if a 'Medication' form has been completed. Should medicine need to be kept on the premises it is kept in the kitchen in a separate cupboard.

**NON-PRESCRIBED MEDICINE SUCH AS PIRITON & CALPOL CAN NOT BE ADMINISTERED BY ANY STAFF MEMBER AT ZONE4KIDS. Should any of those medicines need to be administered they MUST be prescribed from your Doctor.**



## **Safeguarding.**

All of our staff regularly attend Safeguarding courses. Zone4kids work with children, parents, external agencies and the wider community to ensure the welfare and safety of children and to give them the very best start in life. As a company we believe children have the fundamental right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form. As a company we support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Within the company we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our Inclusion and Equality Policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the rest of the company policies and procedures.

In order to safeguard and promote the welfare of the children as a company we will:

- Create an environment which will encourage the children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Support staff to notice the softer signs of abuse and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British Values through play, discussion, and role-modelling
- Always listen to the children within our care
- Provide an environment where our practitioners are confident to identify where children and families may need intervention and seek the support they need
- Share information with other agencies where appropriate

A full copy of our Safeguarding Policy can be found on the parent notice board, or a full copy can be issued on request.



### **Inclusion and Equality.**

At Zone4kids we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our setting.

A full copy of our Inclusion and Equality policy can be found on the parent notice board, or a full copy can be issued on request.

### **Positive Behaviour.**

At Zone4kids we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. The setting actively promotes British Values and encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings. Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the setting we aim to set these boundaries in a way which helps the child to develop a sense of significance of their own behaviour, both in their own environment and that of others around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

A full copy of our Positive Behaviour policy can be found on the parent notice board, or a full copy can be issued on request.

### **Non-collection.**

If a child has not been collected or any contact made between parties from the setting after a reasonable amount of time (30 minutes), we initiate the following procedure:

- The setting manager and area manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the setting will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record



- In the event of no contact being made after one hour, the person in charge will ring the local authority children's social services emergency duty team
- The setting will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress, staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of **£8.00 per 15 minutes** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

**Contact numbers:**

Name	Contact No
Social Services Emergency Duty Team	03452000109
Ofsted	0300 1231231

**Policies and Procedures.**

Zone4kids has a number of formal policies and procedures in place, covering a wide range of topics. Some policies have been put in place for the staff. Others are for the benefit of Zone4kids children and their parents/carers. Listed in this handbook are some of our abbreviated policies and procedures. A full copy of our P&P's is on the 'Parent's Notice' Board. If you wish to have a full copy of our policies and procedures please ask Shirley Robinson Zone4kids manager.



## **Comments & Complaints.**

We are always looking at ways to improve our service if you have any comments or suggestions we would like to hear from you. If you are unhappy with any aspect of our service we provide, please do not hesitate to speak to Shirley Robinson Zone4kids manager at Coquet Park on 0191 2008787, or email [sr@tynemouthnursery.com](mailto:sr@tynemouthnursery.com) . Should you feel it is not appropriate to speak to the Zone4kids manager, or you need to speak to someone outside of Term-time, please contact Michelle Gascoigne, Area Manager for Tynemouth Nursery Group & Zone4kids on 07904003726 or email at [mg@tynemouthnursery.com](mailto:mg@tynemouthnursery.com) .

If you wish to go higher you can put your comment or complaint in writing to the Directors and email it to [suggestionboxtng@outlook.com](mailto:suggestionboxtng@outlook.com)

As a final course of action, a parent may make a complaint directly to Ofsted.

### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

#### **By post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Throughout the process the parent/carer is well within their right to contact Ofsted at any stage of the complaint process.

## **To Conclude.**

We hope that both you and your child will be very happy with the childcare you receive at Zone4kids at Coquet Park and working in partnership with you the parent/carer and the school your child will continue to flourish.

Please don't hesitate to contact Manager Shirley Robinson **Zone4kids on 0191 2008787**, or email [sr@tynemouthnursery.com](mailto:sr@tynemouthnursery.com) to book a visit, for more information on fee's or for a booking form.

Thank you.