Welcome to

Little Owls Wrap Around Care

Parents' Handbook

Club mobile: 07518 563427 - Please save this number to your contacts!

E-mail: littleowls@tranmerepark.leeds.sch.uk

ABOUT THE CLUB

Little Owls Wrap Around, based in Tranmere Park Primary school, opened in September 2026, and provides childcare for children aged 3 to 5 years.

We are open from 7.30am – 8.50am for breakfast club & 3 pm until 5.30 pm for after school club.

Our contact number is 07518563427. Please ensure this is logged into your phone and that of any carers authorised to collect.

Aims

The club aims to provide a safe, secure and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities like those found within the home.

What we offer

We offer a wide range of activities, incorporating cookery, art & craft, board games, reading, imaginary play, role play, construction, sport and much more. During their time at the club children choose activities that suit them best.

Breakfast (cereals & toast) is provided between 7.30 & 8.15am.

Please arrive before 8.15am if requiring breakfast as we do not serve after this time.

A light snack is provided at after school club between 3.30 & 4pm. Our vegetarian, wholesome & nourishing menu is specially designed for children to enjoy & feel good until their teatime at home.

Fresh drinking water is always available. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. The children eat their snack whilst sitting at the snack tables.

Staffing

Little Owls is staffed by a Club Leader and a team of Playworkers. The aim is to provide a smooth transition between school and club. We also have cover staff available to cover absences when regular staff are ill or attending courses. All our staff have significant experience of working with children and comply with the Statutory Framework of the EYFS for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Disclosure & Barring Service (DBS).

Organisation Tranmere

Little Owls is part of Tranmere Park Primary.

Policies and procedures

The club operates under a set of policies and procedures, copies of which are held at the school, and are available at your request. Copies of policies & procedures are emailed to all users annually.

TERMS AND CONDITIONS

Admissions It is our intention to make Little Owls is accessible to children and families from all sections of our local community. Admission to the club is organised by the Club Leader and a waiting list is in operation. The waiting list is operated on a first come-first served basis, except for siblings who will have priority for the same day(s) as a sibling already attending. Places for the new school year start from September. Places cannot be held for later start dates. A completed registration form is required before care can commence. This form contains information concerning your child and is confidential.

Re-enrolment is required at the end of the summer term. Places will not be kept open for children unless the registration form is updated.

Payment of fees

The current fees are **£9.50**. for breakfast club & **£14.50** for after school club. Fees are payable half termly in advance by Scopay payment system or Childcare/Gov vouchers. The price per session per child applies to all children. Prices are subject to change throughout the school year. This is payable for all sessions including when your child is sick, or on holiday. Any absences, e.g. holidays/appointments/school trips or residentials/attendance at other clubs/teacher strikes/closure due to bad weather etc must be paid for in full. Please be aware you are paying for your Childs allocated place at the club. Payment 'due by' date will be on your invoice. All invoices are e mailed. Please ensure fees are paid promptly. Non-payment by the due by date will incur a **£25 admin charge.**

Bank holidays and training days will not be charged for. Non-payment for more than one month will result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Club Leader or Headteacher.

Changes to days and cancelling your place

- At least four weeks' notice of termination of your place/changes to days of attendance must be given within a half term for the changes to take place the following half term, & this is non-negotiable. The four-week notice does not include the holidays.
- Regular booked sessions not used for any reason, including illness, are charged in full.
- Sessions cannot be swapped but additional sessions can be requested, subject to space.
- Sessions cancelled by school (eg due to bad weather or strike) will be refunded.

Requests for changes to days should be made to the Club Leader and will be accommodated where possible.

Absences & Temporary changes

Please remember that we need to know if your child (or children) will not be attending Little Owls for any reason. Even if you have informed school, we still need to know. Please phone/text or leave a voicemail on: **07518563427 in all instances**.

Children on the Little Owls register are lined up in their class by their teacher. All children must line up if registered for that day, even if you have told us they are not attending so that we can safely account for every child. A Little Owls member of staff will then take the register. If we have

received a message from you to say your child is not attending (e.g. they may be going to a friends for tea), we will release them back to the teacher.

Arrival and departures

Breakfast club: Entry is via any entry gate. Please make your way to the Little Owls entrance, ring our doorbell, and a member of staff will greet you. Staff will enter the time of drop off on the register. **We serve breakfast between 7.30 & 8.15am only. Latest drop off time is 8.30am to ensure staff have enough time to take all the children to class.**

Please ensure that an adult always escorts your child directly to the club to ensure your child arrives safely. Staff will not be held responsible for children who fail to attend & we do not have direct visual access for persons entering the school grounds. Please call/text us on **07518563427** if your child will not be attending breakfast club.

After school club: Children on the after-school club daily list are lined up in their class by their teacher. All children must line up if registered for that day, even if you have told us they are not attending so that we can safely account for every child. Please call/text us on **07518563427** if your child will not be attending breakfast club.

A Little Owls member of staff will then take the register. If we have received a message from you to say your child is not attending (e.g. they may be going to a friends for tea), we will release them back to the teacher.

We will never allow a child to leave without prior communication with you.

Children are then escorted to the relevant out of Little Owls club area. A register is taken each afternoon and staff use the signing-out sheet upon collection by parents/carers.

Departure from After School Club: Please make your way to the gate on Ridge Close and ring us on 07518563427. A member of staff will bring your child to the gate. Please do not use the school silver intercom as we do not have access to this.

Children should always be collected by a named adult. We will never allow a child to leave with someone who is unknown to us.

The school is locked up at 5.45 pm. Our latest collection time is 5.30pm.

If you are delayed for whatever reason, please telephone the club to let us know on **07518563427**. A late payment fee of **£10** per 5 minutes will be charged if children are collected late to cover staffing costs.

Three late collections in any term will result in immediate loss of a place for your child. If, due to unforeseen circumstances, you are going to be late collecting your child, you MUST contact the club so that we are aware of your situation.

Please note you must have your own arrangements in place for someone else to collect for you. The club is not registered after 5.45pm. The club is not insured after 5.30pm.

Child Protection We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal Opportunities Little Owls is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

• Helping all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

• Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.

• Ensure that its services are available to all parents/carers and children in the local community.

Special Needs

Little Owls will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs. We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually, and risk assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour: Children and staff have created rules for behaviour whilst at the club.

The club also operates a behaviour policy, summarised here. A full copy of this policy is distributed to all members:

Children are expected to respect each other, staff, and visitors. Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff, and visitors.

Little Owls aims to encourage appropriate behaviour through praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

Little Owls will not tolerate from any member: bullying; aggressive, confrontational, or threatening behaviour; or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Little Owls recognises that poor behaviour can occur from time to time for reasons that are not always evident, or because of special needs. Little Owls will strive to be flexible to accommodate such cases.

Illness

We are unable to care for children who are unwell. Please inform the club leader of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him/her to the club for 48 hours after the illness has ceased.

Accidents and First Aid

Every precaution is taken to always ensure the safety of the children and the club is fully insured. Several of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

Medication

Please let the club leader know if your child is taking prescribed medicine. Please speak to the club leader if medication needs to be administered during club time. Permission forms will be provided for you to complete. Regular & emergency medications such as asthma inhalers & Epi Pens must be provided before childcare can commence. These will be stored at Little Owls.

Complaints Procedure

We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Club Leader or Headteacher. A full copy of our complaints procedure and policy is available on the school website.

PLEDGE TO PARENTS/CARERS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

• Welcome you at all times to discuss our work, have a chat or take part in our activities.

• Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.

• Be consistent and reliable to enable you to plan with confidence and peace of mind.

• Share and discuss your child's achievements, experiences, progress, and friendships.

• Be available to discuss decisions about running the club.

• Ask your permission for outings and special events.

• Listen to your views and concerns to ensure that we continue to meet your needs.

Contact Information:

Little Owls Wrap Around Care, Tranmere Park Primary School, Ridge Close, Guiseley, Leeds, LS20 8JJ

Club mobile number: 07518563427 (Please leave a voice message if there is no reply. The phone is unmanned during school hours. All voicemails & text messages are received)

E-mail: littleowls@tranmerepark.leeds.sch.uk

Website: Tranmere Park Primary School - Home

Ofsted Registration No: URN: 107855

Early Years and Childcare Services

Family Information Service – This is an information and advice service to parents and carers in Leeds. https://familyinformation.leeds.gov.uk/

Address:
PO Box 837,
Family Information Service,
Learning Systems
LS1 9PZ
Telephone: 0113 378 9700
E mail: family.info@leeds.gov.uk
Opening Hours: Mon - Friday: 10am – 3.30pm

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231Website: www.ofsted.gov.uk