



POWERED BY CES 

CHILDCARE & SPORT EDUCATION



Parent Handbook

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About Us

Welcome to S4YC

Safe, secure and fun environments for children to learn and develop.

At S4YC we specialise in childcare, preschool, nurseries and sports education activities that help children realise their capabilities and develop new skills guided by the child's interest and level of learning focusing on their development needs.

As an Ofsted Outstanding Early Years Provider, S4YC provide a wide range of fun activities and sports coaching programmes during school, after school and during school holidays for children of all ages, our nurseries are open all year round for children aged 0-5.

We pride ourselves on our professional approach and are passionate about delivering leading childcare and out of school sports activity clubs.

Our Aims

Our main aim at S4YC is to facilitate children's play and education alongside a range of fun activities (age and development appropriate) in a safe, secure and welcoming environment.

We firmly believe that every child matters and that their voices should be heard. We endeavour to offer a service that is tailored to their requirements. We facilitate children's play and education through a range of exciting activities and work in close partnership with schools to improve the availability of childcare for working parents.

At S4YC we are committed to meeting the physical and social needs of the children in our care from their first day at nursery / preschool to their final days as a junior, through activities that differ from those that occur within the school day.

Our team of dedicated education professionals actively promote good working relationships between schools, parents, children and staff encouraging positive outcomes for children of all ethnic origins, religions, cultures, linguistic backgrounds and abilities ensuring that they feel valued and respected.

Important Contact Numbers

Dedicated to improving outcomes for all the children we work with.

Our passionate team strive to inspire, encourage and challenge the children we work with through engaging activities that help children develop, learn and grow.

Paula Adolph	Director / Operations Manager	paula@s4yc.co.uk	07581 075 534
Michelle Goodall	Lead Compliance Manager	michelle@s4yc.co.uk	07495 836 613
Kaye Forshaw	Finance Manager	kaye@s4yc.co.uk	07717 383 702

Venue Contact Numbers

Bidston Village	0758 1075534
Bishop Wilson	0794 0956871
Blacon	01244 637977
Christ Church	0739 9155059
Gayton	0775 6867658
High Legh	0798 3365852
Hoole	0796 0189128
Huntington	0778 5119669
Parkgate	0749 8189141
Parklands	0151 3065006
Portside	0151 3189920
Stanlaw	0151 3189920
St Chads	0758 1075534
St Luke's Pre-School	0794 0956911
St Luke's OOSC	0787 3557357
Sutton Green	0737 6302662
Upton Heath	0749 8189138
Westminster/Portside	0151 3189920
Whitby Heath	0734 0334493
Whitby Heath - Chester Road	0151 3554891
Willaston OOSC	0795 1861295
Willaston Pre-School	0795 1861296
Woodlands OOSC	0752 3835739
Woodlands Pre-School	0794 0956827
Ysgol Penyffordd	0749 5954761

Policies and Procedures

We take great care in ensuring we are constantly up-to-date with all current legislations and policies. We encourage parents and carers to read our policies and procedures, which can be found on our website www.s4yc.co.uk.

GDPR

We are committed to ensuring the security and protection of the personal information that we process and to provide a GDPR compliant and consistent approach to data protection. More information about GDPR can be found on our website at www.s4yc.co.uk.

Complaints Procedure

If you would like to make a complaint you should contact the manager of the setting or our Compliance Manager who will deal with the situation and keep a written record of any complaint and action taken.

Out of school complaints: 07581 075534 / paula@s4yc.co.uk

Early Years / Preschool complaints: 07495 836613 / michelle@s4yc.co.uk

Sport / PE complaints: 07944 296562 / pe@s4yc.co.uk

Ofsted Information

ARC Team
Piccadilly Gate
Manchester
M1 2WD
Tel: 0300 123 1231

Out of School Club Bookings

Admissions and Registration

Book, manage and pay for activity clubs and childcare in one easy-to-use and secure place.

Admission to all of our S4YC clubs, sports clubs, nurseries and preschools is made via our online booking system, iPAL. Through iPAL, parents and carers can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days a week and allows you to book sessions up to 15 minutes before the session starts. Places are not guaranteed and are subject to availability. Please note that preschool and nursery settings may not be able to take emergency childcare bookings as adult to child ratios need to be considered to ensure there are enough staff.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and carers provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

How to Register

Registering with iPAL is easy. Register in 4 simple steps.

Step 1. Visit www.s4yc.co.uk, then click bookings

Step 2. Complete the new parent registration form and click register

Step 3. Once you have completed your registration you will then need to add your child or children

Step 4. After you have registered you can use your username and password to sign in

For more information or to watch videos to guide you through the registration process and learn how to book, make payment and manage activity clubs and childcare there are helpful videos and information in the hints and tips tab on the platform.

Bookings and Fees

All bookings, excluding nursery or preschool set and funded sessions (please see nursery and pre-school set and funded hours section), are made via our online booking and payment platform, iPAL. Sessions are booked and paid for in advance and can be made up to 15 minutes before the start of a session, please note same day booking places are not guaranteed. Parents or carers will not be charged for bank holidays or professional days.

Sports courses must be booked as a block and are not available to book as individual sessions.

We ask that all sessions are paid for in advance. Any parent with unpaid fees will not be able to make any further bookings via iPAL. Should the balance remain unpaid after 7 days the account will be temporarily suspended until payment has been received.

Booking your child's sessions is your responsibility. You will be charged a £2 administration fee per child for each booking made on your behalf. If parents or carers continuously fail to book their child's sessions, in order to safeguard the children in our care, our setting and our staff, we may no longer be able to accept your child into our care.

Unable to Book

In the event of the iPAL system not working please contact support-s4yc@ipal.education for bookings.

Payments and Fees

Please note that nursery and preschool fees differ, please find more information below.

At S4YC, we accept the following payment methods.

Card Payments

Credit and debit card payments can be made instantly online and card details can be securely saved for quick payments.

Childcare Voucher Payments

We accept Childcare Voucher Payments from the providers detailed further in this handbook. Please let us know if we are missing a provider. Childcare Voucher payments can be made via iPAL in two ways:

- Add voucher payments to your wallet so that you can then use your wallet for ad-hoc bookings
- OR make a booking and select to pay by Childcare Voucher

When making a payment with Childcare Voucher it is important that you provide us with all the information including the provider name to help us locate and verify your voucher payment and that you ensure payments are transferred from Childcare Voucher accounts at the time of booking.

You will also need to log in to your Childcare Voucher provider's account and make the payment manually to S4YC. Please note this can take up to 5 working days to be verified.

Please also note that iPAL cannot take the payment for you. It is the parent or carer's responsibility to add the voucher information to iPAL. It can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Using Childcare Vouchers

If you wish to make payment via Childcare Vouchers, please find the S4YC user codes below.

Voucher Provider	Identification Number
Accor / Edenred	P20526337
Allsave	S4YC Out of School Club
Busy Bees	S4YC Out of School Club
Computershare	001384866
Fidelity	S4YC Out of School Club
Kids Unlimited	336549
KiddiVouchers	CH65 6TQ
Sodexo	808993 / Post Code CH2 1ED
Co-Op	85104520
Care-4	66222647
Early Years Vouchers	10480
RG Vouchers	21777057305
Tax-Free Childcare	Each setting is registered

Please note that it can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Government Tax-Free Scheme

We can accept payments through the government tax-free scheme. You can search for the S4YC settings via the government portal.

Wallet Payments

Any additional payments or refunds will show as a credit in your wallet which can be used to make bookings. You can also add funds to your wallet to pay for your child or children's bookings.

Funded Sessions

For more details please refer to the nursery and preschool funded session section of this handbook.

Pupil Premium

In some instances, we can accept payments via pupil premium. This would be discussed and agreed on an individual basis.

Cancellations and Credits

If you want to make any changes to your child's booking you need to cancel the session or sessions 7 days in advance. This is your responsibility and can be done via the iPAL booking system. **Please note that preschool funded and set sessions cannot be amended please see the policy below in the nursery/pre-school section.**

Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us (even if you can't cancel the session) so we know not to expect them on that day.

In the result of any over payment this will be returned upon your request to either your bank account or childcare voucher provider depending on the original payment method. Please note for refunds back to a bank account the amount refunded will be subject to a 3% transaction fee.

Late Fees

If you are late collecting your child you will be charged £18 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 6pm and you arrive at 6.15pm you will be expected to pay a late fee of £18. This fee is automatically deducted from your iPAL wallet. If you were to collect your child at 6.16pm the fee would be £36.

Please note that the late fee will be applied on any occasion that you are late collecting your child not just after 6pm e.g. if you are late collecting your child after a sports session ending at 4.30pm. In exceptional circumstances, you may be able to appeal the late charge. To make an appeal please contact support-s4yc@ipal.education.

Non-Booking Fees

You will be charged a £2 administration fee per child for each booking made on your behalf. It is the parents or carers responsibility to manage the booking of sessions. If parents or carers continuously fail to book their child's sessions, we may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

Increase in Fees

Our fees are reviewed annually and may be subject to an increase at the beginning of the school year. We confirm prices will not increase year on year more than 3.4%. Fees will remain unchanged for the remainder of the school year and until the next annual review.

Nursery / Preschool Set and Funded Hours

Induction

We welcome children, parents and carers to visit our settings before the child's first day to view the facilities and meet the setting manager and staff. During this period a member of our team will outline the rules and routines of the setting such as snack and collection times and will be on hand to answer any questions you or your child may have.

Requesting your Days/Hours

Any set and funded days will need to be requested via your iPAL account:

- Click "Make A Booking"
- Select option for "Pre-School/Nursery Set Day Registration"
- Fill in the form once you have finished please ensure you click "complete" You will receive an automated email to confirm it has been received.

The pre-school/nursery manager will go through some checklists with you to ensure you understand everything, this may be conducted via telephone or during your child's settling in session.

Once all checks have been completed your pre-set/funded hours will be booked on your behalf by our admin team, within 48 hours (excluding weekends) once booked in these places are guaranteed and you will receive an automated email to confirm once this has been done.

It is particularly important to check your selected sessions are correct as these sessions cannot be changed after 14 working days of them being added to the system, this will also confirm your child's start date with us.

To check your sessions, log onto your iPAL account there you will have 2 options:

- Click "My Bookings" select your invoice and click "View Dates" this will bring up a pop-up window with all dates/sessions reserved for your child.
- Or click "My Calendar" which gives you an easy to read day by day split of sessions.

All places will be offered on a priority basis in terms of when the child is planning to start the settings. Children will be prioritised who start on the following basis:

- Autumn term
- Spring term
- Summer term

We cannot hold places open or guarantee a place if your child cannot start at the start of the academic year.

Please note if you reserve a place for your child and decide to cancel prior to their start date you will be charged 1 full months fee's at the full rate.

Fees:

Private Payers: Session prices are based on £5.30 per hour, we offer a discounted full day rate of £45.00 per day.

Funded Hours: any hours over funding entitlement are charged per private payer's fees above. Funded hours we charge a voluntary contribution fee per funded hour. Please read below for more information

The government currently offer 15 hours of funding for all children the term after their 3rd birthday and has, as of September 2017, introduced 30 hours access to the Early Years Foundation Stage (EYFS) for parents who are eligible.

However, the funding allocated by the government is solely to cover the cost of delivering the EYFS and does not include the cost of consumables.

In order for the Nursery/preschool to be able to deliver this entitlement and maintain its high level of childcare provision and quality of staff, along with our increasing running costs associated with our Nursery/preschool, we have had to evaluate our offer of funded places. This takes into account the increase in the living wage, introduction of staff pensions and an excessive rise in general costs which we have had over the last three years but have managed to absorb into our day to day running expenditure.

The additional contribution we charge is 50p per every funded hour claimed (35p at our Children's Centre's due to additional deprivation funding received). Therefore, the additional cost for a child attending 15 funded hours is £7.50 per week (£5.25 at Children Centres) and a child attending 30 funded hours is £15.00 per week (£10.50 at Children Centre's). This amount will be charged to your online iPAL account over a 10-month period, split equally per month. Please note that parents claiming for 2 year funded places will not be eligible for this charge until the term after their 3rd birthday whereby you will be automatically opt'd in unless you notify us otherwise.

If you wish to opt out, please do so in writing to lianne@s4yc.co.uk 14 days before the start of the first day of the term. If you choose to opt out you will be responsible for providing consumable items including a healthy breakfast, tea, snack/fruit, drinks, hand gel and wipes for your child or children.

If you choose to opt out please note that you can not backdate the opt out fee. The fee will only be stopped the week following on from the date we received the e-mail requesting to opt out.

You will also receive termly letters informing you of several activities and special enrichment sessions which will require either an additional charge if you wish for your child or children to take part or for you to provide additional consumables that are required for your child/children to take part in these activities.

This fee will automatically be added to you parent iPAL account for payment at the start of each month. Unless you opt out in writing you are agreeing to pay these contribution fees and accept you are liable to make the payment.

Payments.

Your yearly bill is calculated and will be split into equal monthly payments across the remaining months of the current school year. Should your sessions or circumstances change or if you

are entitled to funding mid-school year your bill will be re-calculated and any over or under-payments will be taken into consideration at that point.

Nursery and preschool payments are due by the 1st of each month, if payments are not received by the 7th, you will receive an email to remind you that payment is due followed by a second email to remind you to make payment. If payment is still not received, we will send you a final email and text message to remind you to make payment before we proceed to court action, prior to any court action we will suspend your bills which could mean your child's hours will be reduced to funded hours only and/or you will be added to our opt list and snacks and consumables will need to be supplied.

Please note that should court action be required you will be liable for additional court fees. Please see our payment and debt collection policy for more information.

Any sessions missed due to non-payment will still require payment as per your parent contract.

Payment Calculation

Please see the calculations below to work out preschool and nursery fees.

Total hours per week - funded hours = additional hours
Additional hours per week x weeks per year = total additional hours
Total additional hours x £5.30 per hour = total yearly cost
Total yearly cost / remaining school months = monthly bill (amount A)

Additionally, if your child is in receipt of 3-year funded hours the following contribution will be added unless you have opted out.

Total funded hours per week x total weeks per year = total funded hours
Total funded hours x (either 0.35p or 50p)* = total contribution
Total contribution / remaining school months = monthly bill (amount B)
*Children's Centre charges are 35p per hour all other settings are charged at 50p per hour due to the increased funding the children's centres receive for deprivation funding.

Total payable each month would be amount A + amount B

Your monthly split bill, if applicable, will be deducted from your wallet each month on the 1st. Please follow the below steps to make a payment.

1. Log on to www.s4yc.co.uk
2. On the homepage click on the "Bookings" tab
3. Enter your log in details you set up upon registration
4. Click "My Wallet"
5. Click "Add Money to Wallet"
6. Select either "Childcare vouchers" or the amount you wish to pay.
7. Follow the onscreen instructions dependant on your choice of how to pay.

Ad-hoc Bookings

Please note that we do accept ad-hoc bookings but only as and when we have space and on a first come first served basis, these can be booked via iPAL We do not accept ad-hoc only bookings as this would not allow us to fulfil our educational duties. In addition, we

can only accommodate shift patterns if the full year is agreed and cannot accommodate them on a month by month or term by term basis.

Additional Bookings

If you require any emergency or adhoc additional sessions, providing you are all up to date with any payments and there are spaces available on the date you require, you can easily log into your iPAL account and follow the below steps to book:

- Click "Book Courses"
- Select what course you want example "Nursery & Pre-school"
- Follow the easy 1 Click options to book your child in, please note iPAL has live availability.
- Payment for these are required to be made at the time of booking, if paying by Childcare Vouchers you will also need to log onto your voucher provider's account and make the payment manually to S4YC which can take up to 5 working days to be verified

Spreading Funding

If you spread your funding or are attending the session outside of term time the venue may change during the school holidays. Please talk to your settings manager to find out if there are to be any changes to venue during school holidays.

Lunches

The lunch offered differs across settings. Some settings are booked online in advance and some are paid for by cash on the day. This can be discussed in more detail with the setting manager. If you would like to book a hot lunch for your child or children, bookings and payment must be made a minimum of 24 hours before the date the lunch is required. Alternatively, you can provide a healthy packed lunch for your child or children. Please note not all settings offer a hot dinner option and a packed lunch will need to be provided.

Cancelations / Holidays / Absences

We operate to strict guidelines on cancellation and absences to ensure equal treatment and to manage the availability of sessions.

All types of bookings **cannot be cancelled** or amended under any circumstances and any charges incurred will still be payable. This applies if your child is off sick, self isolating due to COVID-19 or any other disease, on Holiday or going to a Grandparents for the day. Upon signing your child up to S4YC you are confirming you agree to these conditions.

If for any reason we fully close a setting or are unable to open we will credit the appropriate fees (excluding the additional contribution) back to your iPAL account.

If you wish to cancel your child's place completely this must be done in writing to lianne@s4yc.co.uk giving 30 days notice. Funded sessions cannot be cancelled or transferred

to another setting unless you meet "exceptional circumstances" as set out by the local authority. Please note if you cancel your child's place prior to them starting with us you will be charged 1 month's fee's charged at the full rate of the sessions you have reserved.

In the result of any over payment this will be returned upon your request to either your bank account or childcare voucher provider depending on the original payment method. Please note for re-funds back to a bank account the amount refunded will be subject to a 3% transaction fee.

Please note we are unable to review individual circumstances and cannot authorise any changes that are not detailed within our changing days and holiday policies.

Changing Days

We operate to strict guidelines on changing days to ensure equal treatment and to manage the availability of sessions.

Parents can request the changes of hours once per term free of charge with 1 months notice. Termly changes will be effective from September, January or April of the academic year and can be requested via the iPAL Set Day Registration form. Any changes outside of these dates will incur an admin fee of £25.

Please note we are unable to review individual circumstances and cannot waiver this charge if changes are requested outside of these dates.

Late Fees, Non-booking fees and increase in fee policy for nurseries and pre-school are the same as out of school club as detailed above.

Parent's Contract

Parent's Contract

All settings are owned and managed by S4YC Ltd.

I consent for my child to attend sessions with S4YC. I understand that the setting has policies and procedures in place and that there are expectations and obligations relating to both the setting, myself and my child and I agree to abide by them.

I understand that S4YC is a care facility and that, whilst my child is there, S4YC Ltd is legally responsible for him/her. I am aware that it is my responsibility to ensure that all contact details, dietary requirements and medical conditions remain updated on my iPAL account.

I understand that my child will be provided with a snack and drink whilst at the setting unless otherwise requested. My child will be receive stimulating, challenging play activities and learning opportunities in a fun and safe environment.

I understand that, once my child is handed over to the setting he/she will be in the care of the S4YC staff until collected and signed out by a "Named" responsible adult over the age of 16 years.

I understand that it is my responsibility to keep the Setting Manager informed of any alterations to the information regarding my child.

I accept that, whilst at the setting, my child may get involved in messy activities so will provide my child with appropriate clothing to accommodate this.

I understand that S4YC cannot admit my child into the setting any earlier than the appointed time and that I or another "Named" adult must accompany my child or children into the setting and sign my child or children in.

I understand that After School Club closes at 6.00pm and, if for any unforeseen circumstances I am going to be late, I will contact the Manager/Deputy. I understand that Social Services will be contacted for any "abandoned" children.

If my child remains at 7.00pm, after doing everything possible to contact myself and emergency contacts, then I understand that After School Club will be legally required to contact Social Services.

I understand that, if my child is not collected by 6.00pm, I will pay a charge of £18 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise my child e.g. if I arrive at 6.15pm I will be expected to pay a late fee of £18. This fee will go up to £36 if I still haven't arrived by 6.16pm and will continue to increase in increments of £18 per 15 minutes.

If my lateness is due to exceptional circumstances, I understand that I can contact [support-s4yc@ipal.education](mailto:s4yc@ipal.education) to explain and appeal the late charge.

For preschools and nurseries if parents fail to collect and staff can't get hold of the parents or emergency contacts staff must inform Social Services after an hour regardless of finish time e.g. if session ended at 12.15 and parent had not turned up by 1.15 or if 6.00 and not turned up by 7.00.

Whilst S4YC try to ensure the safety and security of items, I understand that they cannot be held responsible for anything that is lost and stolen.

I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the setting and I will be liable to pay for these missed sessions. Should there be any incidents at the setting involving my child, I will be informed of the situation.

I understand that, if my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible. If there is a situation where my child needs urgent medical treatment and I am unavailable, a member of staff from S4YC may sign any consent forms necessary for treatment on my behalf.

Any information and details regarding my child will be treated as confidential. I realise, however, that there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other agencies, for example, Police, Social Care, and Health Care Professionals.

I understand that, where S4YC has endorsed my claim for Tax Credit, S4YC is legally obliged to notify the HMRC if I cease to use the service during the period of my claim unless I give a minimum of 10 days notice. My Tax Credit claim form will indicate that S4YC may be held jointly liable for any claim HMRC consider to be fraudulent.

I understand that any additional paperwork or invoices required will incur a £25 administration fee. I understand that should S4YC need to make a booking on my behalf, then there will be a £2 administration fee per child per booking. I also understand that it is the parents or carers responsibility to manage the booking of sessions.

If parents or carers continuously fail to book their child's sessions, S4YC may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

S4YC use social media to share important information and reach out to its many users, I understand that it is a breach of a staff member's privacy to name them on social media so will refrain from doing out of respect to the individual.

I have read and understood the above terms and conditions and by including my children in any S4YC activity I agree to abide by them.