



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. We strive to create activities based on each child's interests and their stage of development to enable each child to reach their full potential. We are passionate about helping children realise their capabilities, by providing enabling environments and fantastic opportunities to develop new skills for their childhood and into their adult life.

As an Ofsted Outstanding Early Years Provider, S4YC provide a wide range of fun activities and sports coaching. Programmes run 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.

## Meet our Senior Team

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.

David James	Managing Director / Safeguarding Lead	<a href="mailto:info@s4yc.co.uk">info@s4yc.co.uk</a>	07734 705 559
Marc Sewell	Managing Director / Lead Development	<a href="mailto:marc@s4yc.co.uk">marc@s4yc.co.uk</a>	07814 389 469
Paula Adolph	Director / Operations Manager	<a href="mailto:paula@s4yc.co.uk">paula@s4yc.co.uk</a>	07581 075 534
Michelle Goodall	Lead Compliance Manager	<a href="mailto:michelle@s4yc.co.uk">michelle@s4yc.co.uk</a>	07495 836 613
Karen Feild	Compliance Manager	<a href="mailto:karen@s4yc.co.uk">karen@s4yc.co.uk</a>	07398 925 481
Kaye Forshaw	Finance Manager	<a href="mailto:kaye@s4yc.co.uk">kaye@s4yc.co.uk</a>	07717 383 702
Declan Friel	Sports Manager	<a href="mailto:declan@s4yc.co.uk">declan@s4yc.co.uk</a>	07944 296 562

## 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](http://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](http://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.

Telephone number: 07581 075534

Email: [info@s4yc.co.uk](mailto:info@s4yc.co.uk) / [paula@s4yc.co.uk](mailto:paula@s4yc.co.uk) / [michelle@s4yc.co.uk](mailto:michelle@s4yc.co.uk) or [karen@s4yc.co.uk](mailto:karen@s4yc.co.uk)

### Ofsted Information

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



# Admissions and 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](http://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 preschool 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.

Please note that preschool and nursery settings may not be able to take emergency child-care bookings as adult to child ratios need to be considered to ensure there are enough staff.

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](mailto: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.**

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.

## 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](mailto: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. Fees will remain unchanged for the remainder of the school year and until the next annual review. We anticipate that our next increase in fees for our out of school clubs will take effect in September 2019.

# 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.

## Bookings and Payments

Any set and funded days will be discussed and confirmed with the setting manager and booked on your behalf by our admin team. You will receive confirmation of your booking via email. It is very important that you check your selected sessions are correct as these sessions cannot be changed after 14 days of them being added to the system.

Any changes must be made at the beginning of the new funding term by submitting these changes to [support-s4yc@ipal.education](mailto:support-s4yc@ipal.education) with at least one month's notice.

To check your sessions, log in to your iPAL account. You then have 2 options:

- Click "My Bookings" select your invoice and click "View Dates". This will bring up a pop-up window with all dates and sessions reserved for your child. Please note the amount shown on the invoice will be the cost of the session without taking funding into consideration
- OR click "My Calendar" which gives you an easy to read day by day view of your booked sessions. You can also click onto each day to see a more detailed account of the day

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

- Log in to your iPAL account
- Click "My Wallet"
- Click "Add Money to Wallet"
- Select either "Childcare voucher" or the amount you wish to pay
- Follow the onscreen instructions

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 underpayments will be taken into consideration at that point.

Nursery and preschool payments are due by the 7th of each month, if not paid your child will only be allowed to stay for funded hours and all consumables will be provided by parents until payment is made in full.

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.

**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.**

Payments will be automatically deducted from your iPAL wallet on the 1st of every month and are required to be paid within 7 days. If your bill is not paid within 7 days, your child or children will not be accepted into our care until payment has been received. Any sessions missed due to non-payment will still require payment as per your parent contract.

## Payment Calculated

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 £5.00 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 0.25p = total contribution  
Total contribution / remaining school months = monthly bill (amount B)

**Total payable each month would be amount A + amount B**

## How to Book Additional Sessions

- Click “Book Courses”
- Select the course you would like to book - for example, “Nursery & Preschool”
- Follow the easy 1 click options to book a session for your child
- Payment for these sessions are required to be made at the time of booking. If paying by Childcare Voucher you will also need to log onto your voucher provider’s account and make the payment manually to S4YC. This 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.

# Nursery / Preschool Charges and Additional Payments

## Preschool Funding and Contribution Fee

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 Framework (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 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 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 are introducing from September 2018 is 25p per every funded hour claimed. Therefore, the additional cost for a child attending 15 funded hours is £3.75 per week and a child attending 30 funded hours is £7.50 per week. This amount will be charged to your online iPAL account, split equally over the remaining school months. Please note that parents claiming for 2 year funded places will not be eligible for this charge.

If you wish to opt out, please do so in writing to [support-s4yc@ipal.education](mailto:support-s4yc@ipal.education). If you choose to opt out you will be responsible for providing consumable items including breakfast, tea, snacks/fruit, drinks, hand gel and wipes for your child or children.

If you choose to opt out please note that you cannot backdate the opt out fee and the fee will only be stopped at the point of the email requesting to opt out is received.

You will also receive termly letters informing you of several activities and special enrichment sessions which will require an additional charge if you wish for your child or children to take part.

## Additional Hours

Additional hours that are required over the funding amount will be charged at our hourly rate and billed monthly.

Additional hours can be booked and paid for in advance via iPAL. Additional bookings can be cancelled or amended within the cancellation period but spaces are not guaranteed.

## 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.

## Holidays

Please note holidays of more than 5 consecutive days will not be charged provided you email [support-s4yc@ipal.education](mailto:support-s4yc@ipal.education) giving one month's notice of holiday dates. Funded and set days will still be counted for and charged should you take holiday during your nominated weeks.

## 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.

If you require any ad-hoc additional sessions, providing you are all up to date with your payments and there are spaces available on the date you require, you can easily log in to your iPAL account and follow the steps detailed in the previous section to book ad-hoc sessions.

## Cancellations and Changing Days

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

Set and funded places cannot be cancelled or amended under any circumstances outside of our changing days and holiday policies.

**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.**

Changes of days can only be done on a termly basis and we will require a minimum of one month's notice to action these changes.

# 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 set sessions can only be changed on a termly basis, giving a minimum of 1 Months' notice. I understand that funded sessions for children 3 plus years of age will be charged at 0.25p per hour.

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:support-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.**