



## **The University of Nottingham Playscheme Contract**

Please read this contract and the welcome booklet before completing the  
booking form

Copies can be requested by emailing  
[childcareservices@nottingham.ac.uk](mailto:childcareservices@nottingham.ac.uk)

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## The University of Nottingham Playscheme

Before a University of Nottingham Playscheme Booking form is completed and submitted to the Playscheme, please ensure that you have read and understood the terms and conditions of a Playscheme place covered in this booklet and the Playscheme Welcome booklet.

### Ofsted Registration, Opening Hours & Closures

We are registered with Ofsted, the registration number is as follows:

University of Nottingham Playcentre EY446554

Our opening hours are:

Playscheme: Monday to Friday  
Opens 08.30am  
Closes 17.30pm

Our services will be closed on the following dates:

Bank holidays (8)

University Holiday days (5)

INSET days (2)

Please see our year plan for specific dates. Services are provided in the Playscheme for children aged 4 years to 12 years. We do not accept children from their 13<sup>th</sup> birthday onwards.

#### ***Payment of Childcare Fees***

All fees are payable in advance for bookings made. Payment methods are childcare vouchers, deduction from payroll (staff only), Nursery Tax scheme (staff only) and a cheque/cash. Please make cheques payable to 'The University of Nottingham'. Bookings can be taken in advance and for the whole year as long as payment or one of the methods stated above is selected. The exception to this would be tax scheme members and deduction from payroll as these are paid monthly. Childcare vouchers must be transferred/presented at the time of booking your child's place for the Playscheme. Please note that fees are non refundable and non-transferable and all fees are reviewed annually.

#### ***Late Collection / Early Drop Off charges***

If you are late in collecting your child either at the end of the morning session or at the end of the day, a late collection fee of £5 per 15 minutes or part thereof, per child, will be charged. If you leave your child with us before the official start time of the session, without prior authorisation and agreement of the settings manager, an additional early drop off fee will be charged at £5 for every 15 minutes or part thereof.

#### ***Administration Charge – Returned Cheques***

We make a £20 administration charge for any cheques that are presented that are not honoured by the bank.

#### ***Non-Payment of Childcare Fees***

If you are experiencing any difficulty in paying fees it is essential that you discuss this with the Childcare Services Manager. Any cheques not honoured by your bank will result in your child's place being immediately cancelled.

## **Playscheme Tax Scheme (staff members only)**

### ***Playscheme Tax Scheme***

The University aims to make access to childcare affordable for staff and as a workplace child care facility, we are able to offer you the opportunity to take a reduced salary and receive Playscheme places at zerocost. By doing this the amount of pay that is subjected to tax and National Insurance is reduced, with a resultant increase in your disposable income. The savings are shared between you and the University and you can expect to make approximately 30% savings on the full value of your Playscheme charges. Because the arrangements depend on tax and national insurance savings, it is therefore only suitable for you if you pay tax on your University salary. Salary reductions have to be calculated on an individual basis and take into account the number of sessions that you book for the forthcoming financial year. There will be no refunds for unused sessions booked through the tax scheme. The financial year runs from 1<sup>st</sup> August to 31<sup>st</sup> July and all sessions in the tax scheme must be used within that financial year.

You must submit a completed deduction from payroll form with this contract if you are considering joining the scheme.

Please note that should you decide to join the scheme, strict terms and conditions apply. You will receive a Playscheme Tax Scheme Contract and Booking Form that you need to sign and return to the Playcentre before you can be entered into the scheme. Please read this carefully to ensure you fully understand the restrictions on the scheme.

## **Confidentiality, Policies and Records**

### ***Information Sharing***

We may forward / share any relevant information concerning your child and their development with their other childcare provider, for example, local authority school. You will be informed where this is happening and you will receive a copy of any information that is being shared with your child's childcare / education provider.

### ***Child Protection***

We are required by law to inform relevant agencies of any concerns that we may have about a child who is or may be at risk of harm. Should this occur you will be informed by the Childcare Services Manager (or Deputy Childcare Services manager in the absence of the CCS manager) of any action that has or will be taken and why.

### ***Childhood Illness***

A child who is ill should not be brought into the Playscheme. The day can be very demanding for an ill child and they will also be more prone to other infections. If your child becomes ill during the day we will notify you and ask you to come and collect your child as soon as possible. You agree to keep your child away from our services if they are ill / unwell and agree to collect your child when requested to do so. There are no refunds for children who are absent through illness.

### ***Administration of Medication***

Only medication that has been prescribed for your child, that has a correct label on it showing the child's name, will be administered. We will not administer 'over the counter' medication with the exception of paracetamol suspension. An administration of medication consent form must be completed by you prior to any medicines being administered. You will also be asked to sign the medicine logbook when collecting your child to ensure that you are aware of any medication that has been given to your child. Please inform us if your child is on any medication at home or has been given any 'over the counter' medicine before coming to Playscheme.

### ***Accidents***

All staff have had (or are waiting) Paediatric First Aid training. Emergency first aid is administered by a trained person when needed. You will be informed verbally and in writing of any such accidents. You agree to let us know if your child has had an accident away from our services and to complete a 'previous accident injury form'. Where a child is involved in a more serious accident or may need emergency treatment at a hospital we will seek immediate medical attention for your child and will make every effort to contact you immediately. In circumstances whereby we are unable to contact you, a staff member known to your child will remain with them until you arrive at the hospital. We accept no responsibility for any decisions subsequently made or action subsequently taken by staff at the hospital in your absence.

### ***Special / Additional Needs***

We aim to offer services that can meet a variety of children's needs. The playscheme is operated on the first floor of the Playcentre accessed by a winding staircase and there is no lift available. The range of special needs that a child has may vary and where an application is made to our services, the settings manager and the settings SENCO (special educational needs co-ordinator) in partnership with you and any other relevant professionals, will assess how we can ensure our service is able to meet your child's needs. Where we have concerns about a child's development, we reserve the right to contact appropriate professionals following discussing our concerns with you and to share information as necessary to ensure that each child's unique needs are met. You will be involved and kept informed and will receive a copy of any information that is being shared.

### ***Babysitting***

We do not provide any baby sitting or child minding services outside of the booked sessions for Playscheme. If you enter into any arrangements with any staff member within our services for babysitting or child minding this is a purely private arrangement between you and the staff member concerned and we will not accept any responsibility or liability for anything that occurs. We are unable to be involved in any organisation of any arrangements that you wish to make and therefore you need to ensure that any arrangements that you do make are agreed privately between you and the individual concerned.

### ***General Policies & Procedures***

We have a Childcare Services Policy and Procedure Guide that is available for you to read, located in the entrance foyer of our services. This guide covers many areas such as staff conduct, building security and safety, visitors, swimming, collection of children, lost children, intruders, curriculum, complaints, behaviour management, equality of opportunity, admissions and much more. If you would like a copy of any specific policy please let us know and we will provide one for you. Where changes are made to policies/procedures or where they are revised, these will be sent out to you via email for information and feedback. If you have any comments please let us know.

## **Collections and Emergency Contacts**

### ***Collection of Children***

No child will be released to any person other than the parents and/or legal guardians named on this contract and anybody named on the booking form. Please note that any persons named will be able to collect your child at any time. Please also note that where somebody may collect your child on a 1-off basis or where you do not wish to give open consent for collection, you must inform the settings manager in writing and the person collecting your child must have some form of identification on them. Only in exceptional circumstances will collection by another person be agreed over the telephone with you. Email requests will not be accepted. If any of the details provided below should change please notify us as soon as possible.

### ***Emergency Contacts***

In the event that we are unable to contact you when your child is unwell or has been taken to hospital in an emergency situation, please provide details of emergency contacts who you agree could act on behalf of your child in your absence. Please remember to let us know as soon as possible if any of these details should change.

## **Permissions and Consent**

### ***Outings***

We would like to take your child on field trips in and around the campus and local community. If we are to undertake a trip that involves the use of public and / or other forms of transport you will be informed in writing and consent will be sought on a trip specific basis. A minimum of 2 staff will be involved in all outings and staff: child ratios will be strictly observed.

### ***Photographs***

We may wish to photograph your child whilst they are in our care. Examples of ways in which photographs may be used include developing an album that children can refer to about their experiences whilst in Playscheme, photographs of your child at play on the white board outside of units. Where photographs are to be used that can be accessed by people outside of our settings (for example, promotional literature, web site, stands at welcome events for staff) your consent will be sought separately.

### ***Emergency Medical Treatment***

Where we have to seek emergency medical treatment for your child we seek your consent for medical treatment to be undertaken at a hospital as necessary to safeguard the well being of your child. Your response on this form will be shown to the appropriate persons at the hospital if we are unable to contact you immediately. We accept no responsibility for any decisions subsequently made or action subsequently taken by staff of the hospital in your absence.

### ***Celebrations***

During the course of the year we will be celebrating different festivals, religious events, special occasions and birthdays. To ensure that we meet the needs of children attending the Playscheme, all children attending the Playscheme are expected to participate in celebrating the diversity of our social world.

### ***Face Painting***

At times, we may have activities that involve using face paints on your child. The paints we use are specifically designed for body painting and are easily washed off. If your child has an allergy to face paints please put this on the allergies section of the booking form.

## **Behaviour Management**

### ***Behaviour***

We have a positive behaviour management policy which ensures that children/ young people are praised for their efforts and achievements and for behaving in acceptable ways. On the first day of each Playscheme the 'rules' for the scheme are developed with the children and displayed on a notice board. Appropriate sanctions will also be discussed and developed with the children's involvement. However, if a child's behaviour is persistently unacceptable and becomes disruptive to the effective running of the Playscheme, the child may lose their place in the scheme. You will be kept fully informed of any concerns that staff have. Please make sure that you discuss acceptable and unacceptable behaviour with your child before they come to the Playscheme. In the event of a child engaging in stealing, bullying, discriminatory/ derogatory comments to or about others, excessive swearing, smoking and/ or refusing to follow the rules of the Playscheme and follow sanctions, they may be refused admittance to the Playscheme. In all these situations fees will not be refunded.

When going on outings each child is required to wear their University Playscheme cap and a tabard over their clothing. This makes supervision and monitoring of your child's whereabouts easier for Playworkers and volunteers. No child will be allowed to wander off (even the 12 year olds!) without staff supervision. If children/young people fail to follow these rules, they may be excluded from future Playscheme outings.

No physical punishment will be used with your child. If something gives cause for concern staff will initially try to help the child/ children resolve this through thinking about actions/consequences, through encouraging children to develop and use skills of negotiation and through the development of empathy for others. If unacceptable behaviour continues you will be informed by staff of any concerns and this will be discussed with you. We aim to work with you and your child in creating a safe, happy, stimulating and caring environment within which they can enjoy their school break.

## Complaints

If there is any aspect of our service that you are unhappy with or if you have any ideas to share with us that would assist us in continuously improving our service, please do not hesitate to raise this the Playscheme leader or with the settings manager or Childcare Services manager.

If you have raised your concern with the Childcare Services manager and your concern remains unresolved, you can complain in writing to the Head of Student Services, Student Services Centre, Portland Building, University Park, Nottingham.

You may also complain directly to Ofsted (the Registering authority):

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 123 1231

## Data Protection

Information and supporting documentation supplied by you and gathered by Childcare Services staff will be treated confidentially and maintained in accordance with the provisions of the Data Protection Act 1998. This information is used for the purpose of Childcare Services administration (for example children's registers, special diet lists for the chef, fee spreadsheets) and will be shared with others as required by law and in accordance with good childcare practice. All information held will be maintained in accordance with the Data Protection Act 1998 and childcare regulations.

## Declarations

By signing the declarations section on the University of Nottingham Playscheme Childcare Contract and Booking Form you are confirming that the information provided is, to the best of your knowledge, complete and correct. You are confirming that you understand that the information may be verified and that any significant discrepancy may result in the contract being cancelled and therefore your child's place in the Playscheme being cancelled.

## Contact Information

**The University of Nottingham Playscheme**  
**Lenton Fields**  
**University Park**  
**Nottingham**  
**NG7 2RD**

Tel: (0115) 951 4798  
Email: [childcareservices@nottingham.ac.uk](mailto:childcareservices@nottingham.ac.uk)  
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