



Rosa Street Primary School Childcare

Busy Bees
Parents Handbook

Tel: 01388 815427

Out of Hours: 07541738771



Cleves Cross
Learning Trust

Welcome to Busy Bees

Our aim is to provide a happy, caring and stimulating environment welcoming to all.

As parents or carers, we know you will have lots of questions to ask about our provision so we hope this handbook will help but if not, please do not hesitate to ask any member of staff.

Busy Bees Opening Hours



Busy Bees is here to provide care for children aged from 3 to 11 years.

We are open Monday to Friday
7.30am – 8.55 am and 3.15 pm until 6pm.

We also offer childcare during the half term school holidays (October, February and May). Please check with school for availability.

Diaries

We always keep a record of activities and events that happen during any session and staff are more than happy to share this with you if you would like to know what your child has been up to – please just ask! All staff at Busy Bees are available to discuss any issues or answer any questions or queries you may have.

Who's who at Busy Bees

When your child first starts attending Busy Bees it is difficult to remember the names of all the staff you will meet.

Meet the Staff



Miss G. Simpson



Mrs S. Anderson



Miss K. Maley



Ms A. Davison



Miss H. Lowery

Miss S. Hoyle



Mrs A. Waugh



Mrs S. Hart



Mrs L. McIvor

Illness

Busy Bees is a “well children” setting and we ask all parents to ensure we keep the risk of infection to a minimum. Therefore, if your child is unwell – just like school - please do not allow them to attend Busy Bees.

Should your child become unwell while attending Busy Bees we will contact you immediately for your child to be collected.

Certain illnesses require exclusion periods and we would ask you to follow these to prevent a reoccurrence to your child and help prevent infection of others.



A Busy Bees 'Incubation and Exclusion Periods' form is available on request.

Medicine

Busy Bees has a strict policy on the administering of medicines and is guided by school policies. Medicine can only be administered, whether it is short or long term, once written consent has been given by a parent/carer.

Details must be written up on a medicine form indicating the dosage and time it is to be administered.

Medicine will be administered with 2 members of staff present and both are required to check the child's name, dosage, and time to be administered and sign to indicate this has happened as stated in the policy.

Parents/carers are required to sign to indicate they have been informed of the administration of the medicine.

Accidents

At Busy Bees the greatest amount of care is taken to minimise the risk of accidents but as you are no doubt aware accidents do happen.

Any accident however small or large will be recorded in the accident book and parents/carers will be told the details and asked to sign the accident book.

Any accident deemed to require immediate parental contact would be done so immediately. However, if contact proves difficult initiative will be used and your child may be taken to the local doctor or hospital while staff continue to try and contact you.

For this reason please keep us informed of any changes to contact numbers.

Safeguarding

Busy Bees are committed to the Safeguarding of all children and to do this we will provide a safe environment for children to learn and play. We will identify children and young people who may be suffering, or likely to suffer significant harm, and take appropriate action with the aim of making sure they are kept safe in school and at home.

We will achieve this with the following systems in place:

- Prevent unsuitable people working with children
- Promote safe practice and challenge poor and unsafe practise
- Identify instances in which there are grounds for concern about a pupil's welfare and initiate or take appropriate action to keep them safe
- Contribute to effective partnership working between all those involved with providing services for its children. If you wish to see our policy please pop into Busy Bees anytime and we would be happy to help.

If as a parent you need advice or help with this please speak to a member of staff or call First Contact directly on **03000 26 79 79**

Health and Safety

Busy Bees considers health and safety as an important issue and we uphold all laws accordingly. We promote good hygiene both of staff and children and ensure the safety of children is paramount at all times.

Fire Procedure



All rooms Busy Bees use have a fire policy and procedure displayed.

The fire alarm is checked weekly and regular fire drills take place. This is to ensure the equipment is in full working order and so that the staff and children are proficient in evacuating the building should an emergency occur.

Security and Confidentiality

Busy Bees operates a strict security and confidentiality policy.

As you are aware we have automatic locking doors to restrict entry into Busy Bees and we ask that you at no time force the doors open or admit anyone into Busy Bees that you do not know and ensure all doors are firmly closed behind you when entering and leaving the building.

Staff will answer the doors as quickly as possible but unfortunately there are times when a small wait is unavoidable.

All personal details regarding your child will be kept available to staff only and all 'My Details' packs will be kept in a locked filing cabinet in the office.

All staff are aware of these policies and any breach of this will result in disciplinary action.

No Smoking Policy

Busy Bees operates a No Smoking policy and asks that you support us fully in implementing this. Please do not enter the grounds or the building while smoking. We would be grateful if you could extinguish any cigarettes prior to entering.

Members of staff and visitors are not allowed to smoke on, or close to the premises at any time.

Out of Hours Contact

We are aware that parents may need to contact Busy Bees should something occur when Busy Bees is closed.

The best way to get in touch is through email at:
rosastreet@durhamlearning.net.

Sessions and Fees

The sessions and fees for **Reception to Year 6** are: -

Morning – 7.30 am - 8.55 am	£3.50
8.15am till 8.55 am (Breakfast Club)	Free
Afternoon – 3.15 pm till 6 pm	£7.50
Or Half Sessions	
3.15 pm – 4.30 pm	£5.00
4.30 pm – 6 pm	£5.00

Any child who is booked in for half a session and is not collected by 4.30pm will be charged the full session price.

Children collected later than 6.00pm will be charged at £2.50 per additional ¼ hour or part thereof.

Children should be booked online, in advance, for sessions for the following day by no later than midday the day before.

We would also like to provide a flexible service and arrangements may be made for late admissions if space is available for the session. This can only be done if we are already in receipt of the necessary paperwork i.e. Child Registration Form etc. These should be requested by telephoning school.

If a regular place is required, then please book on the app for as long as you require it.

If, for any reason, your child is absent on a day he/she is booked into Busy Bees, please inform us as soon as possible so that the place is cancelled. Please be aware that it is Busy Bees policy to charge for all pre-booked sessions even if your child does not attend. Should you wish to cancel a pre-booked session, no charge will be made providing notice is received more than 24hrs in advance.

Fees are added to your account on your school comms app as soon as you have chosen your sessions. If for any reason you cancel or change a session, it will be amended each day accordingly. You can pay the amount due at any time as you are in control of your own account. However, school admin will keep an eye on your account to make sure this does not exceed our limit of £100.

Complaints Procedure

If you have a complaint or grievance during your child's time at Busy Bees please discuss it with childcare staff who will endeavour to resolve the problem.

If, after consultation with the staff the problem is not resolved, please arrange to speak to Mrs. Ashton, Head Teacher. A full copy of our complaints procedure is available on our school website or from the school office.

PLEASE KEEP THIS BROCHURE FOR FUTURE REFERENCE

Please return the following information to Busy Bees:

- 1. Child Registration Form**
- 2. Emergency Medical Treatment Form**
- 3. Administering Medication Form (If applicable)**
- 4. Booking-In Form**
- 5. Photograph Consent Form**
- 6. Internet Agreement Form**