



PARENT HANDBOOK



WELCOME TO RISING STARS CHILDCARE

Dear Parents/Carers,

Welcome to Rising Stars Childcare, part of the PLL Group.

We are delighted that you have chosen us to provide after school care for your child. We aim to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child within a caring, stimulating and homely environment.

We hope that this handbook will be a useful guide to help you settle your child into the club and act as a reference document for the future. If you have any questions or queries, please speak to the site manager, the playworkers or head office. We are all here to help.

We look forward to building a strong and positive relationship with you and your family.

Warm regards,



Robbie Trimm
MD, Deputy Designated
Safeguarding Lead



Charlie Adams
COO, Designated
Safeguarding Lead



Chelsea Ward
Director of Operational
Performance



Settling In

We recognise and understand the anxieties for both parents and children when starting a new club. Some children will settle in on their first visit and others will take a little longer to get used to a new environment.

When children first join **Rising Stars Childcare** they will be allowed to settle in at their own pace. To support you and your child, you will receive details of the times, locations, contacts details before your child's start date.

Parents/carers are welcome visit the premises with their children before they are due to start. This gives the children the opportunity to look around the setting and for parents and children (if appropriate) to ask any questions.

Staff endeavour to support both the parent and child enabling a happy and successful partnership from the beginning.

Induction for new children:

- Children will be introduced to all members of staff
- Activities, rules and routines will be explained.
- Children will be shown around the setting; including where they can/cannot go.
- The locations of all fire exits will be explained.
- The child will be introduced to the other children at the setting.
- Early Years children (reception year group) will be given an **All About Me** form to fill in.

If a child is taking longer than unusual to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

A Child's Day

We provide all craft activities, refreshments, snacks, breakfast and drinks. Children will spend time outside (weather dependent) every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 25) in the summer. All items must be clearly marked with your child's name. Unfortunately, we cannot take responsibility for lost personal items. We offer a nurturing environment and promote a healthy active lifestyle. We promote a minimum of 60 minutes exercise a day as suggested by Ofsted. We encourage children to participate in activities that keep them entertained, stimulated and develop their social skills

Partnership with Parents/Carers

We aim to make your child's experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the team.

We aim to keep parents and carers fully informed of policies, events and activities by sharing information, answering questions and addressing any concerns.

We do our best to keep parents informed about the setting by:

- Allowing parents to visit the setting before their child starts.
- Notifying the parents of their child's key person (EYFS) when they start with us.
- Making all our policies available for parents to consult whenever they like. *All of our policies are available to view on our website www.pllgroup.co.uk (see QR code below).*
- Having site managers and staff liaise with parents at morning drop offs and afternoon pick ups

We actively welcome parents and invite their input into the setting:

- We collect information from parents which will help their child to settle with us (via our booking registration and medical forms).
- We consult with parents to establish the care requirements for children with additional needs.
- We greet all parents when they drop off/pick up their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of opening hours, via telephone and email.
- We obtain parental permission for first aid, photography, applying sun cream, medication etc.
- We ask for parental feedback at the end of every term.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints Policy.



Ofsted Compliance

Ofsted, which stands for the Office for Standards in Education, Children's Services and Skills, is a non-ministerial government department in the UK. It is responsible for inspecting and regulating organisations providing education, training, and care services in England. Ofsted's role is to ensure these services meet high standards for children and learners.

As an Early Years Ofsted registered organisation, our sites will be inspected by Ofsted every three to four years. Extracts from our most recent inspection report can be downloaded from the Ofsted website, www.ofsted.gov.uk. Alternatively, we will be happy to provide you with a copy if required.

All site managers will have Childcare level 3 or Common Core Skills and Knowledge level 2 as a minimum qualification. There will always be a member of staff on site with Paediatric First Aid training, who will be present when the children are eating. ALL staff will have Safeguarding, First Aid Child Protection, Prevent and FGM certifications.

01 Site manager



It is important that you have a specific person whom you can get to know and share information with about your child. It is the site managers role to share information with you about your child and ensure that your child's individual needs are being met.

02 Communication



Please feel free to discuss any issues with your child's site manager at any time. A concern can often be easily resolved by talking about it at an early stage. In addition, the site manager should be able to address any concerns that you may have.

03 Email and Website



We will endeavour to email you updates about PLL events and what the children have been up to at the club. You can find further details of company news updates and school calendars on our website, www.pllgroup.co.uk, and on our Facebook/Instagram pages.

04 Suggestions



We welcome any suggestions or feedback from you regarding all aspects of the club. Please feel free to discuss any ideas with us or use the regular parent questionnaires.

Please state the setting your child attends, emails can be sent to info@pllgroup.co.uk

Nutrition

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care. Our menus are displayed on the 'WAC board' and comprise the following:

Breakfast Sugar free cereals, semi-skimmed milk, toast, porridge, fruit.

Afternoon snacks Wraps, sandwiches or pitta breads (with a wide choice of fillings), fruit or vegetable sticks, plain biscuits.

Drinks Water, milk, juice.



Food Allergies and Intolerances

If your child suffers from an allergy or intolerance, the site manager will carry out a risk assessment during the settling in period. A **care plan** and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs.

We will always provide a suitable alternative (i.e. Soya milk), as similar to the original as possible.



Each site has a strict 'No Nuts' policy.

Vegetarian/Preferred Options

For our vegetarian children, we will provide a vegetarian alternative to all meals and snacks. If you have a preferred choice due to religious beliefs, we will always provide an alternative, again making this as similar to the original meal as possible - please make us aware at point of booking.





Accidents and Incidents

As children develop physically, accidents can occasionally happen. All staff are trained in first aid. If your child has an accident at the club, you will be informed upon collection and asked to sign an accident form.

In the event of a serious bump to the head, you will be informed immediately by telephone. Your child will be monitored, given a bump head sticker and, in most cases, will be able to continue with their day as normal.

In the event of an accident causing concern, you will be asked to collect your child and a visit to your GP recommended. Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.



Illnesses

From time to time, children may become unwell whilst at school. If this should happen, we will inform you immediately and agree on a course of action. At PLL, we generally follow the guidance for schools and nurseries issued by Public Health England, although we may take a company view and extend the exclusion periods for certain illnesses.

Children may not attend school whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours after the last bout of illness. For a detailed list of exclusion periods, please check the policies and procedures board in the school. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, www.nhs.uk.



Medicines

PLL are happy to administer prescription medication (and long term medication, such as an inhaler or eczema cream) at the club, provided your child is well enough to attend school and the staff team have sufficient information and training to do so.

All medicines brought into the club will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed.

Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine. Therefore, children must have had the first dose at home a minimum of twenty four hours prior to coming to school.

The Early Years Foundation Stage (EYFS)

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5. This is a very important stage as it helps your child get ready for their future learning and successes.

Nurseries, pre-schools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the **Early Years Foundation Stage Framework**. The EYFS framework exists to support all professionals working in early years and was developed through consultation with a number of early years experts and parents. In 2012, the framework was revised to make it clearer and easier to use, with more focus on the things that matter most.

This new framework also has a greater emphasis on your role in helping your child develop. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development.

Children will mostly develop the three prime areas first:

- Communication and language
- Physical development
- Personal, social and emotional development



These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to **develop skills in four specific areas:**

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

These seven areas are used to plan your child's learning and activities. The staff teaching and supporting your child will make sure that the activities are suited to your child's unique needs. With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outside. To read more about the EYFS, please visit www.foundationyears.org.uk.



Safeguarding Children

The safety and wellbeing of children in our care is our highest priority. All children have the right to a safe, secure and nurturing environment where their needs are met, free from harm or neglect.

If we have concerns about a child, staff will raise them with the **DSL - Designated Safeguarding Lead (Charlie Adams)**. Wherever possible, this will be discussed with you before a decision is made on further action, which may involve children's social care, a social worker, or the police.

Confidentiality will be maintained wherever possible, but the child's safety will always come first. All staff receive regular safeguarding training, hold Enhanced DBS checks (renewed every three years), and must provide two written references before starting employment.

Special Educational and Additional Needs

We welcome children who may need extra support. If required, the site manager, SENCO and parents will agree on a support plan. With consent, we may seek advice from external professionals to ensure your child reaches their full potential. Confidentiality is always maintained, and no decisions are made without your consent. Full policies and procedures are available on site and via our website.



Children's Behaviour Management

We believe children thrive when they understand expectations and can play and learn safely, without fear of being hurt or unfairly restricted. Our approach aligns with the school's policy and promotes positive behaviour.

All staff, parents, volunteers, students, and visitors are expected to model respectful, friendly, and courteous behaviour, applying rules consistently.

We use positive strategies to manage conflicts, supporting children to find age-appropriate solutions through discussion, distraction, and praise. Desirable behaviours—such as kindness and sharing—are encouraged and recognised, while unwanted behaviour is addressed calmly, helping children have restorative conversations to understand why it is inappropriate and how to respond better.

Responses are always suited to the child's age and stage of development. In serious cases, such as racial or other abuse, behaviour is challenged firmly but through explanation, never through blame, humiliation, shouting, or any form of punishment. We work in partnership with parents. Behaviour is communicated regularly by the site manager, and recurring concerns are addressed jointly, using objective observation records to understand causes and agree appropriate responses.



Equal Opportunities

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion.

Wherever possible, those designated disabled or disadvantaged will be considered for a place at the club, taking into account their individual circumstances and the ability of the site to provide the necessary standard of care.



Collection of Children

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from the club, you must name the individual on your booking. A **Pick-up PIN** will also be required.

If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released. We would kindly request that you refrain from opening the school entrance for others, including parents that you may recognise. In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

Visitors' and parent phone use

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices (including smart watches) on club premises. Photographs taken by parents or visitors are strictly **prohibited**.



Children's use of phones

Whilst we understand that some children have mobile phones, tablet computers and wearable technology such as smart watches. We actively discourage them from using their phones within the club and Mobile phones/tablet computers/ wearable technology is not permitted. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children. Children must not use their mobile phone to take photographs of any kind whilst at the club.



"I couldn't ask for a better after school childcare company to look after my children. They are always so accommodating and my children are always super happy at the club. The WAC staff and office team are always so friendly and helpful." RM



Uncollected Children

Rising Stars Childcare has an obligation to stay with any uncollected child at the end of the day, until such time as that child is collected. A minimum of two members of staff must remain at the site until the last child is collected.

We will not release a child to an unauthorised person, even if the collection is late, unless the parent, guardian or other authorised person telephones to let us know that because of an emergency, a different person will be collecting the child.

The authorised person must give the name and address of the person who will be collecting, and a physical description of the person. The parent must provide their unique PIN to the person, they may also provide a photo. A member of staff must check this description and be provided with the PIN, before permitting the child to leave.

A record will be kept of any child who is not collected by the due time. This will note the date, the time at which the child was collected, who collected the child and the reason given.

If a child is not collected within an hour of the closing time, and it has not proved possible to ascertain the reason for this, then we will contact social services for advice. (Surrey council number: 0300 470 9100 or the company designated safeguarding lead (DSL), Charlie Adams: 07789811242)

If a child is collected late, we will generally write to the parents or carers informing them of the difficulty that late collection causes, and may make a charge of £10 for every 10 minutes, or part thereof, that the child is left on the premises after the final collection time.

Terms and Conditions

For full terms and conditions, please visit our website. Please speak to the site manager if you have any questions. The terms and conditions are not negotiable and we would draw your attention to the following key points.

01 Fees



Fees are payable in advance at the time of booking. You will be charged for each session that you have booked, regardless of whether your child attends. Refunds cannot be given for unattended sessions.

Booked sessions can be swapped for alternative sessions, or credited to your account, by emailing the PLL office 48 hours prior to the club starting.

The club is closed on all bank holidays, and all school holidays. Fees are also payable if the school is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.

02 Payment Terms



Payment can be made via debit card, credit card or childcare vouchers. For security reasons, we do not accept cash payments. Fees are reviewed annually in the spring and/ or autumn terms. You will receive at least one month's notice of a change in fees.

03 Rising Stars Childcare Staff



To avoid any conflict of interest, our staff are strictly prohibited from providing any babysitting or childminding services to parents outside of club operating hours, or take children to/from the club on your behalf. If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a minimum recruitment fee of £2,000, which will be due for payment immediately on request.

04 Universal Tax Credits



Nine out of ten families are eligible for some financial assistance through Universal Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit www.gov.uk/child-taxcredits.

Rising Stars is a fantastic childcare setting. The activities are fun and engaging, and the staff know every child so well. Our child is always excited to go in, which says it all. We highly recommend them.

Joshua M - Parent

We couldn't be happier with Rising Stars. The staff are warm, professional and genuinely care about the children. Our daughter has grown in confidence and loves going in every day. The regular updates give us real peace of mind.

Natasha S - Parent

"Both of my children attend PLL clubs, which are a great service when you're a full time parent. The staff are always friendly and welcoming and interact positively with the children. The office staff are very accommodating and have helped me at very short notice. I would recommend PLL to any busy working parent."

Louise M - Parent





Compliments and Complaints

At PLL, we aim to provide a safe, secure and happy environment for children to prosper and develop. It is also our intention to give a high standard of care education in all our settings. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserves a little praise. Should you have any compliments or concerns regarding the care or any other aspect of the club, please in the first instance raise them with the site manager.

If you feel that the site manager has not fully addressed your queries and/or concerns, then please do not hesitate to contact us or write e-mail: info@pllgroup.co.uk. All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days.

We trust you will afford us the opportunity to resolve matters. However, if you are not satisfied with our response and/or conclusion, you may of course contact Ofsted on 0300 123 1231.



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