



## Wraparound/School Age Childcare Welcome Pack

We are NI's largest childcare provider operating the following services:

- Early Childhood Centre for 0 - 5-year-olds (Crumlin)
- Eager and Able to Learn Programme for 2 - 3-year-olds (Crumlin and Glengormley)
- Wraparound childcare provision in leading primary schools across [NI](#)
- Activity based camps during school holidays\* – with wraparound childcare provision available at the start and end of each activity camp

Sleepy Hollow has been providing wraparound childcare since 2004 within leading primary schools across NI. All wraparound branches are fully registered with HSC Trusts in exactly the same way as our Early Childhood Centre\*. In partnership with schools our aim is to meet the needs of working parents in both an affordable and practical way.

### Aims

- Provide a safe and nurturing play-based environment before and after\*\* the school day which reflects a Playwork, Reggio and Curiosity Approach ethos. We of course respect the ethos of the schools in which we operate.
- Provide an environment in which children feel happy and secure and are encouraged to talk and are listened to.
- Provide a breakfast\*\*, and afternoon snack.
- Provide opportunities for a wide range of play, physical and creative activity.
- Provide opportunities for quiet time and quiet play and relaxation.
- Provide opportunities to complete homework (to a maximum of 45 minutes) [Note- we supervise homework but won't correct children. We understand the important role parents play in overseeing all homework and schoolwork in relation to their child]
- Provide opportunities for the development of positive relationships including trust, acceptance and tolerance
- Promote equal opportunities for all.

## **Enrolling**

We have a very comprehensive list of policies which can be found on our [website](#) and we would direct you in particular to the [admissions policy](#)

Children can join our settings from the July prior to starting primary one and stay until the end of August prior to starting year 8. Children must attend the primary school in which we operate term time. During activity camps we join some of our wraparound branches together during activity camps and holidays.

We open our intake on the second Monday of January for children starting primary school that same calendar year. The admissions form, price list and process is explained in detail on the [Admissions](#) section of our website.

## **Staffing**

Our list of current staff in each of our sites is on our website.

### **The Directors**

- Diane Koplewsky
- Bronagh Creery

### **Senior Management** 07908 538401

- Dee Edwards (Regional Manager)

### **Head Office** 028 9433 9031

- Pauline Bradshaw (9.30 – 3.30pm except Wednesdays)
- Joanna Davis (Daily 9am to 2.30pm) – Admin support

## **Sleepy Hollow Bookings**

All enquiries can be made using this form [Link to booking](#)

## **Terms and Conditions & Privacy Statement**

Please follow this [link](#) for our Terms and Conditions

## **Frequently Asked Questions**

### **What if my child is ill; do I still need to pay?**

- Please let the manager of our branch know if your child will be absent for a booked session due to illness as well as notifying school.
- You can notify us in the following ways: email [info@sleepyhollowgroup.com](mailto:info@sleepyhollowgroup.com), send a message to the branch on Family or send a text message to the branch mobile phone (staff will not be in school until approximately 15 minutes prior to the start of our sessions).
- If your child has a communicable disease, please do make us aware so that we may inform parents of any vulnerable children or safeguard vulnerable adults in school e.g. pregnant staff.

Sessions must still be paid for even if your child is off through illness, is excluded for quarantine reasons or if the setting is closed due to an unforeseen incidence such as inclement weather, illness pandemic, or an instance outside of our control etc. (see terms and conditions)

### **How much notice do you require if I wish to cancel my child's place?**

- You must provide at least one month's written notice to cancel or change your booking
- We prefer parents to book using the Family system for a full academic year if you require set days.
- You can book adhoc additional days or holiday periods but we would prefer to have 48 Hours notice – these bookings are not guaranteed and will depend strictly on availability.

**Note-** we CANNOT book or transfer holiday camp bookings after they have been made. Please understand our position on this matter as we need to roster staff according to bookings and a cancellation may alter either a staff members hours or their holiday request.

### **What happens at the start of the school day?**

- Arrangements vary from school to school but children are either brought to their class door by our staff members or to the designated drop off area as allocated by the school.

### **What happens at the end of the school day?**

- Again arrangements vary from school to school but children in Primary 1-3 are normally collected from their classroom or allocated meeting point. Years 4-7 are expected to make their own way to the club independently, after their teacher has released them from the class door, they will be signed in on arrival at Sleepy Hollow.

- Depending on the location of After-School Club- children will either be collected or make their way to Sleepy Hollow once club finishes.
- If children don't arrive promptly at school finishing times or after schools activities we do follow a policy and procedure which normally ensures us checking firstly if the child was in school that day. If parents have notified us then this saves vital time for both our staff and the school secretary ensuring we can locate the child quicker. We really do appreciate your co-operation with this matter.

### **What if my child has a problem settling into Sleepy Hollow?**

- Some children, no matter how confident, can find it difficult settling at before or after school club.
- Each child and situation is different and this is why we insist on a settling in process prior to starting with us. If you are concerned, please speak to a member of staff and we can work out the best way forward for you and your child.

### **What will my child eat?**

- We follow guidelines for healthy food and snack. Bearing in mind we have limited cooking facilities available to us within school we have to be very creative with our ideas. We will consult with school regarding this.
- Our snack menus are always on our website and we welcome parental feedback and input. An alternative snack is always on offer each day

### **What if my child is allergic to something or is a fussy eater?**

- The children are encouraged to try everything, but if your child has any strong dislikes or allergies please inform us. We will complete an individual care plan in relation to all allergies.

### **How is my child expected to behave?**

- Sleepy Hollow is not school. However, as in every community it is necessary for there to be basic rules on behaviour.
- Certain rules regarding safety MUST be observed and ALL CHILDREN will be expected to follow them. Most rules we follow serve two needs; they prevent your child from doing something undesirable and, in turn, protect him/her from having something unpleasant done in return.

- Other rules will teach the children the importance of using equipment correctly and some rules are concerned with common courtesies such as learning to share toys, co-operate with others etc. Your child will soon learn what acceptable behaviour at our setting is.

### **What if my child misbehaves?**

- Our policy is to use praise and encouragement. We follow a High Scope method of conflict resolution and our own behaviour management policy.
- If a child is physically hurts another child or a staff member, or throws toys, food and furniture for any reason we will telephone a parent to collect your child immediately. We normally give children an exception for these types of behaviour as in most instances they are isolated instances.
- If negative behaviour is a regular occurrence with your child, we will inform you of this. It is hoped that by speaking with parents we can work out ways of dealing with any behaviour issues.
- If behaviour regularly disrupts club and the other children, and in working with family the behaviour persists, we will withdraw the use of our wraparound services from that particular child.

### **What if my child becomes ill?**

- We will ask at enrolment for contact numbers three which we can use in an emergency.
- If your child becomes ill or has an accident while attending Sleepy Hollow we will contact you immediately using your Emergency Contact Number(s).
- Please ensure that you inform us if any of the contact numbers change in the course of the year.

### **What will my child need to bring to Sleepy Hollow?**

- Children can bring in change of clothes parents should ensure children are ready for the current weather conditions e.g. warm coat, sun-cream, hat and gloves.

## **What will my child need to bring for holiday activity camps?**

- Suitable clothes for the activity of the day e.g. sportswear, trainers, old clothes, spare clothes, wellies, or a sun hat. Some activities do get quite messy so please do not send your child in clothes or footwear you would not wish to get dirty.
- A coat or hat and gloves if the weather is cold or Sun cream if the weather is good!
- A packed lunch

## **Who can pick up my child?**

- Our governing regulations state that it is always an adult over 18 who drops your child off and collects your child from Sleepy Hollow.
- Please do not send them with older siblings.
- Your child will not be allowed to go home with another person, unless the person collecting has been included on your Family account.

## **Complaints**

- We certainly hope that you don't find reason to complain during your time with us but if you have any niggling concerns we always prefer you let us know!
- You can always speak in the first instance with the manager of your branch or Regional Manager Dee Edwards (07908 538401) who oversees our after-school settings.
- The Director in charge of wraparound services is Bronagh Creery- if you feel you would rather approach her directly or aren't satisfied with how your concern has been dealt with at any stage please do reach out to Bronagh (07920 111417).
- Our official complaints procedure can be found on the policy booklet document link on our website.

## **Finance**

For all admission and booking queries please contact our Admin Team via- [info@sleepyhollowgroup.com](mailto:info@sleepyhollowgroup.com)

For any invoicing queries please contact our head of finance Pauline Bradshaw on 028 9433 9031 or via email on [pauline@sleepyhollowgroup.com](mailto:pauline@sleepyhollowgroup.com)

## Designated Safeguarding Officers

- A Designated Safeguarding Officer is the first point of contact for anyone to go to for advice if they are concerned about a child.
- The following people are the Designated Safeguarding Officers for our After-School settings:
  - Diane Koplewsky. 07872019888
  - Bronagh Creery 07920 111417
  - Dee Edwards 07908 538401

## **What will my child be doing at Sleepy Hollow?**

- At Sleepy Hollow we had a vision for the environment and learning experiences we wanted to provide for our children but found no one existing approach worked.
- We have adapted aspects from both [Playwork](#) and [Reggio Emilia](#) to fit with our needs in Sleepy Hollow, added just a sprinkle from the [Curiosity Approach](#) to come up with our unique pedagogy which we call Sleepy Hollow Inspired. Sleepy Hollow Inspired is very important to us – it's our ethos, our curriculum and our inspiration!
- We have written our own Sleepy Hollow Inspired qualification which all staff complete on induction so there is a clear understanding of what our values and pedagogy are.
- As we work across multiple sites we like to ensure every child is enjoying the same play experience no matter which setting they attend. We have designed our own planning books and each week all sites (children and staff) will follow the same theme, art – baking – sensory activities, and a group outdoor game. Each individual group will take this in their own direction following the interests and in dialogue with the children in their own setting.
- We focus on outdoor play spending at least one hour in the fresh air most days – weather permitting. We believe that there is no such thing as bad weather – it's the clothing which sometimes hinders outdoor play so please ensure during seasons that you send your children in with appropriate outdoor clothing.
- In Sleepy Hollow we do not use computers, play consoles, electronic games or televisions in our play environments.

## Playwork Types

- We follow the playwork principles and playwork types, so we enjoy a varied play programme and especially ensuring children and young people don't become risk adverse.
- These were developed by Bob Hughes for the purposes of adults who study and facilitate play.

- Children's play is rich, varied, organic and constantly evolving. It can explore different types at the same time, flow from one to another and back again. As such, these definitions are by adults, for adults.
- They're useful in helping us be more specific when we're talking about play and play provision but will only ever capture a narrow aspect of the wealth of children's play. This list is also evolving and should not be assumed to ever be complete.
  1. **Symbolic Play** – play which allows control, gradual exploration and increased understanding without the risk of being out of one's depth.
  2. **Rough and Tumble Play** – close encounter play which is less to do with fighting and more to do with touching, tickling, gauging relative strength. Discovering physical flexibility and the exhilaration of display.
  3. **Socio-dramatic Play** – the enactment of real and potential experiences of an intense personal, social, domestic or interpersonal nature.
  4. **Social Play** – play during which the rules and criteria for social engagement and interaction can be revealed, explored and amended.
  5. **Creative Play** – play which allows a new response, the transformation of information, awareness of new connections, with an element of surprise.
  6. **Communication Play** – play using words, nuances or gestures for example, mime, jokes, play acting, mickey taking, singing, debate, poetry.
  7. **Dramatic Play** – play which dramatizes events in which the child is not a direct participator.
  8. **Deep Play** – play which allows the child to encounter risky or even potentially life threatening experiences, to develop survival skills and conquer fear.
  9. **Exploratory Play** – play to access factual information consisting of manipulative behaviours such as handling, throwing, banging or mouthing objects.
  10. **Fantasy Play** – play which rearranges the world in the child's way, a way which is unlikely to occur.
  11. **Imaginative Play** – play where the conventional rules, which govern the physical world, do not apply.



12. **Locomotor Play** – movement in any or every direction for its own sake.
13. **Mastery Play** – control of the physical and affective ingredients of the environments.
14. **Object Play** – play which uses infinite and interesting sequences of hand-eye manipulations and movements.
15. **Role Play** – play exploring ways of being, although not normally of an intense personal, social, domestic or interpersonal nature.
16. **Recapitulative Play** – play that allows the child to explore ancestry, history, rituals, stories, rhymes, fire and darkness. Enables children to access play of earlier human evolutionary stages.