

Rotary Way, Banbury, OX16 1ER

Phone: 01295 709583 ext. 211

Email: [katherine.wilson@hanwellfields.org](mailto:katherine.wilson@hanwellfields.org)

Website: <http://www.bridgeschildcarebanbury.org.uk/>.

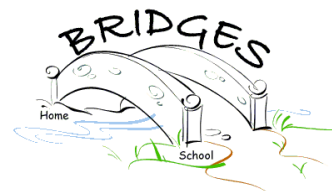
Please access our website for all up-to-date information and term time dates.

## **BRIDGES CHILDCARE**

# **CONTRACT AND INFORMATION BOOKLET FOR PARENTS/CARERS**

## **2025/2026**

Please ensure that you read and keep the policy information and return the completed forms to the school office or via email to [katherine.wilson@hanwellfields.org](mailto:katherine.wilson@hanwellfields.org)



## **COMMITMENT TO QUALITY**

Bridges always aims to provide high quality care for children. Bridges is committed to promoting Equal Opportunities and supporting children with Special Needs.

Quality is represented by:

- The ethos of the school,
- The staff who are responsible for the children,
- The provision of a service which meets the needs of Parents/Carers and their children,
- The resources, which are provided,
- The experiences and learning opportunities, which are available to the children,
- The management and organisation of Bridges,
- Our ability to meet the requirement as set out in the relevant legislation.

Our aims are:

- To provide high quality childcare at an affordable cost,
- To work with Parents/Carers for the benefit of the children,
- To organise a range of activities, experiences and learning opportunities which are appropriate for children 4-11 years old.

**Bridges adopts all the policies of Hanwell Fields Community School and United Learning**

## **WHAT IS BRIDGES?**

Bridges is a childcare service which is a wraparound system primarily for children attending Hanwell Fields Community School during term time. Bridges is open to children Butterflies and Years 1-6 and offers breakfast and afterschool childcare. Times and dates of sessions required, to be agreed and allocated by the Manager or Senior Supervisor. **BOOKING IS ESSENTIAL** as places are limited.

Bridges is open between 7.30am to 8.30am and 3.15pm to 5.30pm term time only.

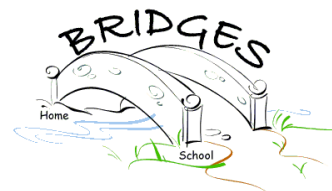
7.30am – 8.30am – Breakfast Club

3.15pm – 5.30pm – Afterschool childcare - Monday to Friday

Children need to be booked in advance on a termly or annual basis, therefore ensuring peace of mind to cover your childcare needs. Alternatively, on a weekly or more casual basis as and when required, subject to space being available. Please ring Bridges on the school Office number 01295 709583 extension 211, no later than 5.30pm the day before childcare is required to check availability. You can also email [katherine.wilson@hanwellfields.org](mailto:katherine.wilson@hanwellfields.org) for any changes or added sessions for your children.

## **CHARGES**

Invoices will be sent within the first week of each month and we request that payment is made within 7 days of receipt. Paying your invoice within the terms stated will secure your



child's place for the following month. **Please note;** if your account falls into arrears, you will receive notification to make immediate payment and if you fail to make payment within the deadline period, Bridges reserves the right to give notice and your child's place will be lost. In any case regarding payments please contact the school office to discuss in further details.

Payments to be made via internet banking details of which can be found on the foot of your invoice. You can also use your preferred childcare voucher provider.

Please make sure your email addresses are stated correctly and clear on the application form.

For all invoicing queries please contact the school office on 01295 709583 or email your query to [jo.pancott@hanwellfields.org](mailto:jo.pancott@hanwellfields.org).

The charges are as follows:

Term Time:

Afterschool childcare - £4.50 per hour (min time 1 hour)

For Breakfast Club the charge is £4.50 for 7.30am to 8.30am and £2.75 for 8.00am to 8.30am, however if you wish to drop your child off before 8.00am the charge will be £4.50.

Within the daily charge are the snacks and drinks offered every day, this is usually some squash and a biscuit. Breakfast is available for those attending breakfast childcare. Bridges also offers a hot meal for children from 4.30pm which is at a cost of £1.75 per child and is automatically added to your invoice.

**IMPORTANT NOTE:** Children can attend one of the afterschool clubs and then attend Bridges after. However, please be aware that the fee for Bridges will still be levied as a place is held open for them from 3.15pm. A full charge is made for all absences, as your child's place is held open for them. Holidays taken during term time will be charged at full rate at £4.50 per hour.

Please note late charges for collecting after 5.30pm. There is a charge of £6.00 for every 15 minutes, or part thereof.

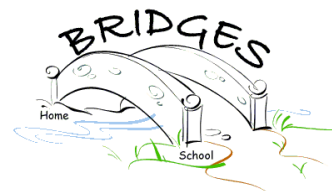
**CANCELLATION**

**FOR ALL BRIDGES CANCELLATIONS, AT LEAST TWO WEEKS NOTICE MUST BE GIVEN.**

**ACTIVITIES**

A range of activities will be available for the children at Bridges. A selection is listed below:

Outdoor Recreational games  
Creative Activities  
Craft Activities  
Quiet Reading  
Stories/books



Outdoor games/activities  
Homework

### **MANAGEMENT OF BRIDGES**

Overall responsibility of Bridges is held by the Headteacher, who reports to the Governing Body annually. The day-to-day management and organisation of Bridges is carried out by the Manager, Miss Katherine Wilson. Regular communication between staff all around the school takes place to ensure the best care is provided for the children attending Bridges all year round.

### **SAFEGUARDING STATEMENT**

At Bridges we are always alert to the care, needs of every child, and believe that every child has the right to be safe. Our first concern is always your child's welfare. Bridges will follow the School's Safeguarding Policy and child protection. Any safeguarding concerns please report to Katherine Wilson (Designated Safeguarding Lead) in the first instance and the Headteacher thereafter.

As part of this policy, discussions will happen between staff and parents of visible injuries on your child's arrival to Bridges care, this is to safeguard your child. A designated Safeguarding Leader is always on site.

### **EQUAL OPPORTUNITIES**

Bridges fully supports equal opportunities to provide provisions for all children regardless of race, culture, sex, social class, and disabilities wherever possible.

### **SPECIAL NEEDS CHILDREN**

If a child with special needs registers with Bridges, staff will work alongside parents, teachers, and inclusion team to offer support and guidance to help enable the child to have the same opportunities as other children of similar age wherever possible and appropriate.

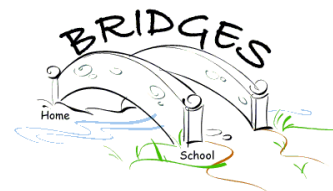
### **NON-COLLECTION OF CHILDREN POLICY**

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care to cause as little distress as possible. Parents/carers are made aware of our procedures so that, if they are unavoidably delayed, they will be assured that their child will be properly cared for.

#### Methods

Parents of all children are asked specific information which is recorded on our registration form; including: -

- Home address and contact telephone number – if the parent does not have a telephone number, then an alternative number must be given, a close relative or neighbour.
- Place of work, work address and work telephone number (if applicable)
- Name, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Bridges. For example, a child minder, grandparents, adult family members or close friends.



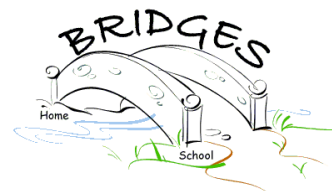
- Who has parental responsibility for the child?
- Information about any person who does not have legal access to the child.
- On occasions when the parents are aware that they will not be at home or in their usual place of work, they must inform a member of staff of how they can be contacted. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must inform a member of staff of who will be collecting their child given full details of who they are, and all known contact numbers. You will also be required to set up a password for the new adult collecting and please make sure that you inform Bridges staff.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take backup procedures. We also inform parents that – if their child is not collected from Bridges by an authorised adult and the staff can no longer supervise the child on our premises – we apply our child protection procedures.

There is a minimum age of 16 yrs. old for any person/sibling collecting a child from Bridges at the end of the day. No child in Bridges care will be released to anyone under this age.

If a child is not collected at the end of the day, the following procedures will be taken:

- Staff will check for any notification of any changes to normal collection routines as notified by parent/carer. If no information is available, parents are contacted at home or work. If this is unsuccessful, then those adults who are authorised by the parent to collect the child from Bridges will be contacted. All reasonable attempts will be made to contact the parents or other nominated adults. We will not allow the child to leave the premises with anyone other than those named on the registration form.
- If no one collects the child after one hour and there has been no contact by the parent or any designated adult, then we will apply the procedure for 'Uncollected Children' (Policy can be found on the school website)
  - We will contact the Local Authority Family Assessment Team - this should be the duty officer.
  - The child will stay at Bridges in the care of two fully vetted workers until the child is safely collected by either the Parents or a Social Worker.
  - Social Workers will aim to find the parent or relative if they are unable to do so, the child will be admitted into care of the local authority.
  - Under no circumstances will staff go looking for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded on the child's file.
- Depending on the circumstances, we reserve the right to charge parents for additional hours worked by staff, along with the late fee charges.



### **HEALTH AND FIRST AID**

Please do not send your child to Bridges when he/she is suffering from an infectious disease. If your child has had a sickness bug, please make sure your child is free from sickness for **48 hours** prior to returning to Bridges.

Minor accidents are recorded in the Accident Book, and a copy of the accident report is given to Parents. If any hospital treatment is required, then parents are always contacted after the emergency services have been called. A First Aider attends all times.

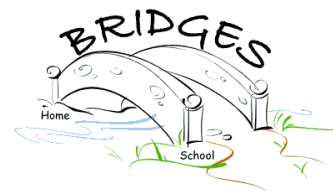
### **MEDICAL NEEDS:**

Medication can be administered by a member of staff but only when an 'Administration of Medication' form is filled out. Copies can be obtained from the school Office. It is the parent's responsibility to advise us of any medical issues.

### **BEHAVIOURAL POLICY**

We encourage the children, always, to exhibit good social behaviour from the start of their time at Bridges. We always find time to reward and praise a child's good behaviour. We follow the same values and ethos of Hanwell Fields Community School. The expectations are the same as the normal school day. We talk about the values on a regular basis with discussions around each one.

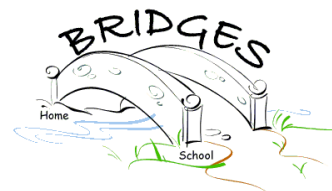
1. We deal with the situation as calmly as possible.
2. We try to distract rather than react. In other words, when the situation occurs, we will try to change the subject to distract them and stop the situation developing any further.
3. We would rather reward than punish – pointing out what they are doing is wrong and not acceptable.



4. We endeavour to teach the children how to behave by providing examples of how we behave at Bridges, namely being always kind and courteous.
5. We are always honest and fair with the children.
6. The children are always treated with courtesy and respect.
7. We will be always tolerant but must be prepared to define the limits and stick to them.
8. We endeavour to improve the children's self-esteem and create opportunities for the children to succeed in what they do. We always look to be positive.
9. If your child's behaviour becomes too challenging after a support plan and a parent meeting, Bridges reserves the right to refuse a place.

## PARENTS RESPONSIBILITIES

- Parents are responsible for ensuring that children attending Bridges understand that inappropriate behaviour or language is not acceptable. If there should be a problem, it will be discussed in detail with Parents or Carers. Should the problem persist, it may result in Parents/Carers being asked to remove the child from Bridges.
- If a child is absent due to sickness or taking holiday, then Parents/Carers must always inform Bridges staff. Parents/Carers will still be charged the full rate when a child is off sick and or taking holiday.
- Parents/Carers must always make it known to a member of staff of who will be collecting their child(ren). Parents/Carers are responsible for collecting children at the agreed time. This is important as Bridges are staffed on a strict ratio. Please notify Bridges staff immediately of any changes to times required.
- If Parents/Carers do not notify Bridges of any lateness then a late charge of £6 per every 15 minutes or part thereof, will be applied to all late pickups after 5.30pm.
- **Please note, Bridges has a 'NO MOBILES' Policy** and we ask that all parents/carers refrain from using their mobile phone on the School and Bridges premises thus ensuring we have your full attention whilst collecting and dropping off your child/ren.
- Parents/Carers must make sure that Bridges is given up to date contact details, including telephone numbers/email addresses for each person who will be picking up children; to include mobile, home, workplace, and any emergency contact numbers.
- Parents or Carers are responsible for their invoices from Bridges and making sure that payment is made within the first 7 days of each month. We request that payment is made in advance.



**Please note, if your account falls into arrears, you will receive notification to make immediate payment and if you fail to make payment this will jeopardise your child's placement within Bridges.**

- All Parent/Carers will be asked to sign a contract with Bridges agreeing to the care arrangements being provided.
- If Parents/Carers are concerned to find some aspect of the childcare their child is receiving unsatisfactory, then they can contact the senior staff on duty who will deal with the matter immediately. If it is not resolved satisfactorily then the matter can be referred to the Headteacher or Local Governing Body and if necessary, will be referred to the United Learning complaints procedure (available from the school office). All complaints will try to be resolved informally in the first instance.

### **INFORMATION REQUIRED**

There are two forms which must be filled in before the childcare commences. They are 'Application for Admission' giving details of actual hours required for childcare and 'Contact Information' giving contact and medical information. It is also the parent's responsibility to inform us of any dietary requirements.

### **STAFF**

At Bridges all our staff are screened for working with children by having an enhanced Disclosure and Barring Service (DBS).

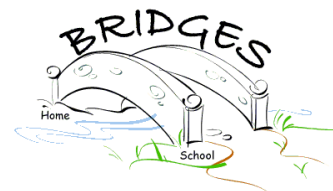
### **GDPR AND PRIVACY NOTICE**

Hanwell Fields Community School values the personal information entrusted to us and will process personal data in accordance with the principles set out in the General Data Protection Regulation (GDPR). It is important that you tell us if there are any changes to the information you give and, from time to time, we may ask you to confirm that it is correct. The school is entitled to collect this information under the provisions of the GDPR. If you have any questions concerning the completion of this form, please contact the headteacher or the school Office. Hanwell Fields Community School will collect and hold information on this form for administrative purposes only. We will hold this information for no longer than is necessary.

If you would like to see the school's full privacy notice, this is accessible via the school's website, [www.hanwellfieldscommunityschool.org](http://www.hanwellfieldscommunityschool.org)

To find out further information contact the Manager at Bridges on 01295 709583 ext. 211 or email [katherine.wilson@hanwellfields.org](mailto:katherine.wilson@hanwellfields.org)





## BRIDGES CHILDCARE CONTRACT WITH PARENTS/CARERS

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Childs Name: ..... Date of birth: .....

*'I have read and agree to the policy and guidelines set out in this booklet and wish to apply for a childcare place at Bridges.'*

Signed by Parent/Carer.....

Print Name: .....

Signed by Bridges Manager/Headteacher.....

Date of Contract..... Start Date of Care.....

If Parents or Carers are concerned or find some aspects of the day-care unsatisfactory, please contact a senior member of staff on duty who will deal with the matter. If it is not resolved in this way, please refer the matter to the Headteacher or the Local Governing Body, details can be obtained from the school Office.

The Ofsted telephone number is 0300 1231231.

I understand that any Carer who suspects that a child in his/her care may have been abused or neglected, has a duty to report this to the Social Services Department.

Social Services telephone number is 0800 833408.

Signed..... Parent/Carer

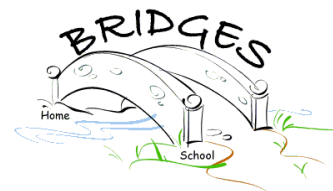
Date.....

Child protection statement

**PLEASE NOTE:** Before admission of your child into Bridges a Registration and Admission form must be signed and passed to Bridges to be kept on file.

**PLEASE NOTE:** We will only share any relevant information about your child to third parties if we have any concerns for safeguarding or welfare.

**APPLICATION FOR ADMISSION - BRIDGES 25/26**



Child's Name: ..... Date of birth: .....

Email: .....

I wish to apply for a place for my child to attend Bridges. I understand that the cost will be £4.50 per hour per child and that I will be charged a minimum of one hour's full care and every fifteen minutes thereafter.

Fees must be paid monthly in advance. If you wish to pay weekly, please contact Bridges or email [admin@hanwellfields.org](mailto:admin@hanwellfields.org) to pre-arrange.

You will be contacted by the Bridges Manager to confirm any spaces booked.

Start Date: .....

**Please state exact times and days required within the following sessions.**

	Breakfast Childcare (Put a tick in relevant box)		After School Childcare Between 3.15pm and 5.30pm (£4.50 per hour)	
	7.30-8.30am (£4.50)	8.00-8.30am (£2.75)	From	To (please state time)
Monday			3.15pm	
Tuesday			3.15pm	
Wednesday			3.15pm	
Thursday			3.15pm	
Friday			3.15pm	

Children are provided with a drink and healthy snack during the session. Hot teas are provided at an additional cost of £1.75 to all children that attend Bridges after 4.30pm, this is given to the children in the school hall.

If your child has special dietary needs, please ensure this is discussed with staff at an early stage to enable appropriate provisions to be made.

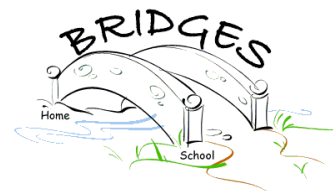
As a parent, we ask that you sign and agree to the behaviour expectations at Bridges, details can be found in the attached 'Information Booklet to Parents.'

All care applied for on this form is for term time only.

Please refer to 'Bridges Childcare – Information Booklet for Parents/Carers' for further details.

Signed: Parent/Carer .....

Print Name: ..... Date: .....



## BRIDGES - CONTACT INFORMATION FORM 25/26

Child's Name..... Date of birth.....

Sex..... Religion..... Ethnic Origin.....

Child's First Language..... Disabled: YES / NO

Home Telephone..... Mobile.....

Home Address: .....

..... Post Code..... Email.....

Mother's Name.....

Father's Name.....

Place of Work.....

Place of Work.....

Work Tel No: .....

Work Tel No: .....

Emergency Contact

Name: .....

Family Dr's Name.....

Address.....

Surgery.....

.....

Tel No: .....

Tel: .....

Should it not be possible to contact you in an emergency, do you agree to allow the supervisor to act and make decisions on your behalf, acting on expert medical advice?

Relationship to Child.....

YES / NO

Essential Medical Information.....

.....

Any Special Dietary Requirements.....

Please supply the names of all the people that are authorised to collect your child(ren).

Name:	Relationship to Child	Contact Numbers:

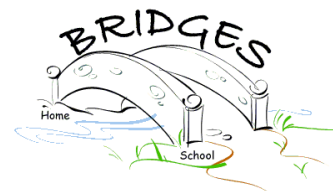
Do you agree to allow your child to be taken on short trips by the staff of Bridges (e.g., park or shops)? YES / NO

Do you give permission for your child's photograph to appear in newspaper articles relating to Bridges? YES / NO

Do you give permission for your child's photograph to appear on the school's website? YES / NO

I understand that any carer who suspects that a child in his/her care may have been abused or neglected, has a duty to report this to the Social Services Department. Please refer to Contract Booklet for further information.

Signed Parent/Carer ..... Date: .....



## **Pupil Code of Conduct Contract**

### ***Code of Conduct in Bridges***

I understand the consequences if I, the pupil, do not adhere to the following behaviour in relation to Bridges.

1. I must follow all instructions given to me by any member of staff or other adult who is part of the Bridges Team.
2. I must not behave in a way that seriously jeopardises the safety or participation of other students.
3. I must not do anything to put myself or others at risk.
4. I must follow the same rules of behaviour that are set out in the normal school day.
5. I will always act with courtesy and consideration for others and do my best to be a role model for the other children in Bridges.

**Any instance of repeated unacceptable behaviour may lead to the Bridges Manager informing my parent/guardian and resulting in me being sent home. The responsibility for paying for that session lies with my parent/guardian. I may jeopardize my chances of being able to use Bridges after school care. The Manager has the right to refuse my entry into Bridges and finish the contract of care.**

I..... accept that I must follow the rules and guidelines set down by Bridges and to behave in a way that is acceptable for myself and to others.

Signed by Pupil.....

Date.....

Parent/Guardian.....