

Newsletter 2 AUTUMN TERM – February 2019

Updates for Parents / Carers of Candystripe



12th February 2019

Dear Parents / Carers

Welcome back to the new year and the cold blast! Sorry for the delay in getting this newsletter to you I have been struck with illness for some time but now on the mend. Please find below updates about Candystripe's service and service level:

Contacting the office and phone system update

We are pleased so far with our improvements to our admin and phone system. However, we still have a few teething problems which we are tackling with regards to the phone systems. Overall, they are working well, and I have listed below once again the numbers and emails to use to make contact with us:

Call us on **0113 268 9443** and follow the menu to get in touch with the person you require:

Bookings – can be emailed to info@candystripeinc.co.uk this way they can be confirmed.

Press 1 to speak to reception and staff at the Cottage site or email reception@candystripeinc.co.uk This site covers Chapel Allerton, Immaculate Heart, St Urbans and St Matthews.

Press 2 for accounts, admin and party bookings or email accounts@candystripeinc.co.uk

Press 3 to speak to staff at our Lidgett Park Church setting or email church@candystripeinc.co.uk. This site covers Moortown, Immaculate Heart and Gledhow children.

Press 4 to speak to staff at our Talbot setting or email talbot@candystripeinc.co.uk

Press 5 to speak to staff at our St Pauls setting or email stpauls@candystripeinc.co.uk

OR

Press 6 to speak to me directly, the Director about any safeguarding concerns or complaints or email me on anna@candystripeinc.co.uk

If you are still struggling to get in touch, please call me on my personal mobile 07720 053917 at any time.

Staffing

We are still developing the wall to the right as you walk in into a staff zone. This area will showcase all the staff that work across the setting. There are 28 staff who work there altogether across 4 divisions. Thankfully this wall is big enough so watch this space.

We invited in Tempest Photography to get professional photos and these are nearly ready to be mounted. They are great so watch this space.

There are some mandatory notices on 2 main notice boards in reception at the cottage and within the other clubs also. Our safeguarding officers are listed and please take note of any other notices that may affect you. However, we will continue to use our text and email service provided by Teachers 2 Parents. If you email or phone number change,

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please inform us straight away so you will continue to receive any information about your child/children's club.

If you have any further ideas about what information you would like to see, that is not there already please email me on info@candystripeinc.co.uk.

Urgent update re parking at Candystripe Cottage site

Please can I urge customers at the Cottage site to use the main car park when delivering or collecting your children. Some parents choose to use the Queens close entrance and park at the other side of the bollards still. This is private property and we are experiencing complaints from the management company from the flats at the rear. Those parents found to be parking there are asked to move and if this continues, we will have to withdraw our services.

Update about First Steps Management Software

This is now fully launched. It is proving to be one of the best investments I have made in the business to date. All staffed are using it well and it allows me to analyse data and safeguard the children to the best of our ability.

Just by way of another update if you are new to the company this new system is called First Steps. It is an integrated management system for childcare environments. At no point is any data collected on any machine it is all held on separate servers which are covered by the GDPR data protection laws.

This system allows us to run live data ensuring that those collecting children have an immediate link to changes made and this then links to all aspects of caring for your child / children. It links to devices that enable the collection process and also checks back on site.

Emails are a good way of getting your message across to us about any further information you have about this system. Please email info@candystripeinc.co.uk and we will get back to you asap.

Very important – your help with any changes to your child's childcare attendance are vital. If you need to make a change, please email the change asap so we can update the system and forward to the team. Without your full co-operation with updates the system will not work as efficiently as I would like. Thanks to all those parents who do this already it works very well and we can ensure ALL children are safe. A quick email to info@candystripeinc.co.uk or to your setting email shown on the first page and that is all you need to do.

Safeguarding

We take safeguarding very seriously at Candystripe, all staff receive regular training and updates to their knowledge. The knowledge and understanding of our safeguarding policies are checked by completion of safeguarding materials and discussion which are handed out to all staff across the settings. These help in identifying areas of development via questions designed to check different areas of safeguarding and policies linked to this. This helps us arrange further training and ensures all staff have up to date information. If you have any concerns with regards to safeguarding please contact us to discuss them, we are happy to work with you in this matter.

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For any questions about safeguarding please contact me at anna@candystripeinc.co.uk or Andrea Naylor, my safeguarding co-ordinator at church@candystripeinc.co.uk

Recycling

We have started using a recycling bin at the Cottage site and set up projects to educate the children about recycling within the clubs and nursery. We try to use the cardboard for junk modelling but any excess, which seems to be an awful lot these days is recycled.

Behaviour Management System

Our behaviour management system is working well, and we will continue to develop this going forward. For those of you who did not read the last newsletter let me explain. Each member of staff holds a notebook in their pocket and offer children the chance to explain their behaviour twice where it will be logged privately in a book. If their behaviour does not improve the third time it will be logged to contact parents/carers to discuss behaviour further. This enables us to work together to educate the child/children as to how to behave more appropriately.

We think this approach does not publicly select children but works with children using a system they can understand and can work towards improvements and rewards.

The notebooks are used also to list names of children whose behaviour is exemplary and requires rewards.

For those children who suffer with anxiety we have invested in "worried Wilbur" a toy and guidelines to support those children. If you feel your child/children need our support please speak to Lesley, Laura for nursery children and Jander, Sharon for out of school support.

Catering update for Nursery and Out of School Clubs

The food from the Nursery Catering Company is improving after extensive talks with them to make changes and improvements to the catering. We invested lots of money and time into our kitchen this term which will enable us to take back our catering in full and develop healthier and stay in control of our catering for all sites. The concept is to develop menus that suit the nursery children each day and cook better, healthier and more interesting snacks for out of school children.

We achieved our 5 stars once again in December for our Food Hygiene certification and we are very proud of this.

We have been using the Nursery Catering Company for the food for nursery which has worked well and now we are developing this further in order to offer us the flexibility we would like for the children in nursery. We have integrated better more efficient kitchen appliances and we will continue to review this across all out sites.

Out of School snacks are offered to the children every evening straight after they arrive after school. These have developed across all the sites to ensure we offer as large a range as possible and the rotation is in place to ensure variation is offered. Menus are available and will be put on the website soon to show this rotation. The menus rotate on a 3 week basis and can be found on our website in the out of school area.

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Under Ofsted regulations we cannot offer a full tea or dinner to the children. They ask that we encourage parents to eat with their children when they get home, sat together. However, we understand how hungry children get so we offer as much as we can without offering a full meal. Any questions about the food please email me on anna@candystripeinc.co.uk.

Further great news the church were food hygiene inspected today and they achieved 5 stars also – well done to the whole team a real improvement, very proud of you.

Whacky updates at the Cottage

We restructured the new steps in the whacky and they are working extremely well and have ensured children's safety.

We are also reviewing new items within the wacky for the children in the future.

The use of this area at the cottage is monitored closely and children are split into age bands with children over 7 in one group and under 7s in another. This is to ensure the children's safety at all times. All sessions are monitored by staff.

Moortown parents – Please can we ask that you deliver your children to the site before 8am if you require them to have breakfast and no later than 8.10am in order to be taken to school. If later please bring to the school and bring them to the playground where we can care for your child allowing you to leave for work.

Update on activities across all sites

Our sports coaching is going extremely well and a big thank you to John for working across 3 sites.

He will continue to attend Talbot on Tuesdays, Church on Wednesdays and the Cottage on Fridays (these days may change but are correct when printed). John has worked with us during the summer and built a very good fan base; he is a great asset to the team.

We are now developing links with tutoring services and music, dance, drama etc from the local area. We try not to charge extra but in some cases, there may be further cost which will be open for consultation and choice in the future.

We have been researching and will continue our research to implement new activities for staff and children. One new idea which was researched last year was yoga and Pilates. This is now happening.

Tuesday evenings at Candystripe Cottage between 6-7pm we hold a Pilates class held by my personal physiotherapist. This is only charged at £1 each person if anyone would like to attend please email me on anna@candystripeinc.co.uk and we can get you enrolled onto the lesson if numbers allow. It is excellent and been running now for nearly 6 weeks. It is low impact but is helping me and others to regain strength and flexibility. Children are welcome but must join in as part of the group and take the class seriously. If you cannot attend without your child/children and want to take part, we can play movies for them in the safe room to the side of the main area at the Cottage site. There won't be staff to watch them so children will have to be well behaved if they want to come.

This is the same teacher who I am in negotiations with about running children's courses so watch this space from March onward.

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No activity will be rolled out until thorough checks are completed and those staff members have proven their abilities.

Activities are wide ranging across all sites and staff are working hard on their planning to ensure they provide the best quality of care possible.

Who is who at each site?

All staff are about to head into appraisals which happens every May / June here at Candystripe. They are also taking part in a full training needs analysis and training plan. Just in case you don't know who all the staff are I have listed them below for your info:

Nursery staff at the Cottage

Lesley Credland – Nursery and Playscheme Manager

Laura Roberts – Deputy Nursery Manager and Playscheme Deputy Manager

Jaha Spence – Nursery Nurse Practitioner

Sophie Wicks – Early Years Educator and EYFS Co-ordinator Out of School

Simran Gill – Learning support worker and co-ordinator of HR

Michaela Mitchell – Learning Support worker and Nursery Nurse Practitioner

Lauren Mawn –Nursery Assistant Monday only

Lacy Howarth – Apprentice Nursery Assistant Practitioner

Mark Parkin – Kitchen Support and lunchtime supervisor

Out of School staff Cottage setting dealing with Immaculate Heart, Chapel Allerton, St Urbans and St Matthews

Jander Buchanan – Out of School Manager also works as a Nursery Assistant Practitioner

Sharon Jackson – Joint Out of School Manager

Michelle Elliott – Playwork Assistant

Lakeysha Mohammed – Apprentice Nursery practitioner and Playwork Assistant

Sophie Wicks – Early Years Educator and EYFS Co-ordinator Out of School

Lauren Mawn – Playwork Assistant

Helen McWilliams – SEN Assistant

John Walton – Football Coach (Fridays only)

Janette Weaver works alongside me (Anna) in the office which will be on site.

Lacy Howarth – Nursery Assistant in Out of School division

We also employ party staff who support us for parties every weekend except during August when we stop parties for maintenance purposes.

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Out of School staff at Lidgett Park Church setting

Jean Weston – Out of School Manager (Moortown, IMH)

Mark Parkin – Out of School Manager (Gledhow)

Andrea Naylor – Deputy Manager (Moortown, IMH) and safeguarding officer

Janet Wager – Playwork Assistant and kitchen supervisor

Janet Perrin – Playwork Assistant and kitchen supervisor at the church

Dora Gromocki – Playwork Assistant

Stuart Airey – Playwork Assistant

Christine Smith – Playwork Assistant

Jo Rhoud – Playwork Assistant, currently on maternity

Out of School staff at Talbot setting

Sarah Newton – Out of School Manager

Val Haswell – Playwork Assistant

Janet Wager – Playwork Assistant

Shannon Palmer – Playwork Assistant, currently on maternity

Lisa Foster – Playwork Assistant

Suzy Niman – Playwork Assistant

Out of School at ST Pauls setting

Cheryl McManus – Out of School Manager

Luke Cockerill – Playworker and Deputy Manager

An update on terms and conditions:

We are currently in the process of downloading our policies and [procedures onto our website. If you would like to discuss any specific policy or procedure please contact me direct on 07720 053917 or anna@candystripeinc.co.uk.

Notice period will remain at 8 weeks in writing for the coming year. Changes in fees will change every July and you will be informed of the change.

Parties

Don't forget we offer party packages for all age ranges and private hire of the Candystripe Cottage premises. For more information and discounts if you are already a customer please contact Janette on janette@candystripeinc.co.uk or call her on 0113 268 9443 option 2.

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Finally

Your thoughts and concerns are important to me about any of the updates. If you are unhappy with any part of the service, please let me know so I can make the improvements and / or investigate further.

Kind regards

Anna

Anna Robinson

Director and Chief Safeguarding Officer

07720 053917 / 0113 266 9443