



A Little Bit About Camp Coconuts ...

At Camp Coconuts, we believe we provide the best possible childcare for your children and excellent service to you, the parents:

- ◆ We are conveniently and safely situated in Lambourne Crescent with ample parking for parents to drop off and collect.
- ◆ We have our own exclusive room which is used only by Camp Coconut's children.
- ◆ We have direct access to a large outdoor area
- ◆ The food we provide is healthy, tasty and cooked on the premises using fresh, wholesome ingredients.
- ◆ We strive to maintain a relaxed atmosphere for everyone: staff, children and parents.
- ◆ During the school holiday's the children explore the locality they live in such as Roath Park, Cinema, Cardiff Bay and Bowling.
- ◆ All our staff follow a programme of continuous professional development as well as having a recognised Playwork qualification.

Please note the children's own electronic devices are not permitted at Camp

We understand that working parents are busy people - you need more than just good childcare in order to achieve the healthy balance of managing your careers while being attentive parents with time for your family. At Camp Coconuts we aim to assist in this by ensuring our service to you as parents is the same as the quality childcare we provide for your child.

We know that communication and information is important to you so that you feel a part of your child's daily activities and development. We are committed to keeping you informed of your child's progress in a variety of ways, including:

- ◆ We are always available via email.
- ◆ We can be contacted via telephone.
- ◆ Access to our smart phone app “parent Zone” This app will inform you of your children’s meals, observations, attendance, finance and more.
- ◆ And lastly and most importantly, we are always available for a chat when you drop off or collect your child.

We aim to lead by example, establishing an environment of mutual respect, which promotes self-esteem in each child and helps to build self-confidence providing them with a solid foundation for life. We believe it is important to allow the children in our care to express themselves as individuals and, at the same time, teach them the importance of listening to what others have to say.

In accordance with the latest research, the emphasis is very much on learning through play at Camp Coconuts. We follow the national curriculum, using toys and materials to optimise each child's development.

We then go one step further and apply our own values to ensure that everyone enjoys their time at the camp. With the individual care and attention that your child will receive at Camp Coconuts, you can be assured the holidays will be packed full of fun and adventure as they should be.

We aim to provide the children who use our wraparound service and holiday club with plenty of action and fun packed days while at Camp Coconuts, your child is as important to us as they are to you.

Who’s who, what’s what, where’s where

Camp Manager: Fern Harris -
e-mail: fern@camp-coconuts.com

Camp Deputy Manager: Sarah Clarke -
e-mail: sarahc@camp-coconuts.com

Opening Hours

School holidays/Inset days: 7:00am – 18:00pm

Breakfast club: 7:00am- 9:00am

After School Club: 15:00pm-18:00pm

We are closed for bank holidays and one week for Christmas.

Financial matters

Fee structure (from 1 Oct 2018)

All meals and snacks:	Free
Sun cream	Free
Full day:	£35.00
Morning *(07:30-13:15)	£19.50
Afternoon * (13:30-18:30)	£18.50
Trip Days (See booking form for dates)	£5.00 – In addition to full day rate
Breakfast club (07:00-09:00)	£16.00
After School Club (15:00-18:30)	£18.00
Sibling discount	10% off 2 nd child's fees

★ Half day sessions are not available if booking a trip day

To register your child with Camp Coconuts, the procedure is as follows:

1. Please complete all sections on the Registration Form & Contract and retain pages 7 & 8 for your own reference.
2. Please complete the Day Booking Form for the relevant holiday.
3. Return both forms to Camp Coconuts together with either cash or a cheque for the registration fee of £25.00.
4. Your place isn't secure until full payment has been made

If your child attends Camp Coconuts during the holidays only, fees are due one week before the start of the holidays, fees can be paid via the parent zone app, childcare voucher or cash. If your child attends wraparound only or during Holidays as well then all fees are payable on the 1st of each month in advance via childcare voucher, Tax Free Childcare or Direct Debit. Direct debits are collected on the 1st of each month.

Fees are charged when your child does not attend the sessions you have booked because of sickness absence and holidays or any other reason.

If the camp is full a waiting list will be in operation. Preference will be given in the following order:

1. Those on the waiting list the longest
2. Parents wishing to extend the number of sessions their children attend
3. Siblings of children already attending the camp
4. Full time places will be given priority over part time places
5. Parents who are unable to take up a place when one becomes available can remain on the waiting list, with the understanding that they will move down the list so that the place can be offered to others.

Security and Collection

The safety of the children is, of course, our priority. In that regard, the following procedures are in place:

- Only those persons listed on the registration form will be allowed by staff to collect a child from camp.
- A password system is in use so that in the event of an emergency and the parent ringing us with a description, we can allow the child to leave with an un-nominated person.
- Preferably, a photo of each of the people who are anticipated to collect a child is to be provided at registration.
- Parents are required to “sign” their children in and out of the camp.
- Parents are required to let the camp know (in writing) if the list of nominated people changes in any way (ie persons added or removed from the list).
- Our register is updated as the children arrive so that they are able to account for all children. If there are un-explained absences of 2 days or more (ie children who are expected to attend but who have not for 2 days and whose parents have not informed us), the staff may telephone the parents to determine that the child *and* parents are alright.

Numbers and ages of children for whom we care

At Camp Coconuts, we are registered to care for 24 boys and girls between the ages of 4-11 years, split into two groups as above. This means our numbers must not exceed 24 places at any one time.

Routine

The daily routine can be obtained from a member of the team.

Language

We provide care through the medium of English and respect the use of other languages. Basic Welsh is encouraged and integrated into the planning.

Special Needs & Disabilities

All children are welcome at Camp Coconuts, including those with special needs. We will liaise with local agencies and appropriate officers (ie: Parents; Health Visitors; The Referral Scheme, in order to better cater for the requirements of children with special needs where possible.

Activities provided for children

All camp activities are based around current curriculum guidelines and form the basis of the camp's daily routine. At Camp Coconuts we believe that paramount to a child's happy and healthy development is a caring and warm environment in which they feel comfortable to express themselves and thus build self-confidence and develop their own individuality. All activities are based on this platform.

Behaviour Management

Following on with the activities provided for children, at Camp Coconuts it is believed that positive behaviour is promoted by providing a safe and secure environment in which the child feels valued. Understanding the child's point of view and developing close, solid relationships with them is fundamental to adult intervention in their behaviour. It is believed that by acknowledging and praising positive behaviour and attitudes, children will have a solid foundation of high self-esteem from which, with the guidance of their carers at camp, they will learn the benefits of good behaviour and attitudes towards others.

At all times the feelings of the child (e.g. hurt, jealousy, insecurity, loneliness, grief, fear, anger, frustration and boredom) will be respected and acknowledged. Camp staff will always offer the necessary support for them to verbalise these feelings in an appropriate manner. No measure of control, restraint or discipline which is excessive, unreasonable or corporal shall be used on the children. No child will ever be smacked, shaken, humiliated, shouted at or frightened. Food or drink will never be withheld as a punishment, nor will sleep. At the same time clear limits will be endorsed by simple rules such as "you are not allowed to hurt yourself, others or things".

In accordance with the Children and Families (Wales) Measure 2010, Camp Coconuts will never use or threaten to use the following measures:

- (a) any form of corporal punishment
- (b) any restriction on a child's contact or communication with his or her parents (subject to the provision of any court order relating to contact between the child and any person)
- (c) any punishment relating to the consumption or deprivation of food or drink
- (d) any requirement that a child wear distinctive or inappropriate clothes
- (e) the use or withholding of medication or medical or dental treatment as a disciplinary measure
- (f) the intentional deprivation of sleep
- (g) any intimate physical examination of a child



- (h) the withholding of any aids or equipment needed by a disabled child; any measure which involves – any child in the imposition of any measure against any other child; or the punishment of a group of children for the behaviour of an individual child.

Inappropriate behaviour towards others such as kicking or biting or verbal bullying will be firmly but sensitively handled, the aim being that the child will eventually understand why such behaviour is unacceptable. They may be removed from the main group for a short while (maximum 5 minutes, dependent upon age) and the incident talked about. The child's feelings are acknowledged and it is explained that it is the behaviour which is rejected, not the child. The approach is always one that helps children to see the consequences of their actions with a view to minimising repetitions of the negative behaviour in future.

If there is a victim, he or she is comforted and the two children are encouraged to "make up" allowing both children to leave the situation behind with satisfaction.

If a child is persistently displaying negative or destructive behaviour, the parents will be informed and, if necessary and agreeable, a meeting arranged between the parents and senior staff, with a view to working together to guiding the child to more positive behaviour. It is recognised that consistency between home and camp is fundamental to the child's development.

Complaints Procedure for parents

1. In the event of a complaint, please speak to the Manager, who will provide you with a Complaint Form.
2. If you speak to a member of the team who is not a manager, the matter will not be considered a complaint and no further action will be taken.
3. In the event of a formal complaint, the Manager will respond to you verbally in the first instance and note the company's Complaint Log.
4. The Manager will then respond in writing within 14 days of receipt of the completed Complaint Form. Unless we hear further from you regarding the written response, the matter will be considered resolved at this point.
5. If you choose not to return the Complaint Form, we will consider the matter resolved. However, we will note the company's Complaint Log with the outcome for our own records.
6. When you receive the written response from the Manager, should the matter not be concluded to your satisfaction by them, please speak to the Managing Director on 01446 740404, who, will deal with it confidentially and sensitively. The Manager will then respond to you in writing, within 14 days.
7. A meeting may be held to discuss the matter further if any party deems it necessary.
8. Camp Coconuts Ltd can invite an independent mediator to attend such a meeting. Please state your requirement on the complaints form.
9. If the complaint is about the Registered Person, please follow this complaints procedure by speaking to the Manager or speak to the Registered Person directly or, if you prefer, contact CIW (please see below).
10. If you feel the matter is a regulatory breach you can contact the Care & Social Services Inspectorate (Wales) CIW – Mid & South Wales
11. If there is a concurrent consideration, i.e. there is an investigation about the same complaint being carried out by another organisation or legal body, including any criminal investigation, Camp Coconuts Ltd would postpone its own investigation pending the outcome of that investigation.

All our meals are cooked on the premises using fresh ingredients
 Fresh water and fruit juices (diluted) are served throughout the day and, of course, on request!

Holiday Club Sample Menu

		Monday	Tuesday	Wednesday	Thursday	Friday
W E E K 1	Breakfast 8.15 – 9.00am	White & Wholemeal Toast with Jam and Marmite OR Choice of Cereals				
		Followed by Fresh Fruit Wedges				
	Snack 10:30am	Fresh fruit or Raw Vegetables	Fresh fruit or Raw Vegetables	Fresh fruit or Raw Vegetables	Fresh fruit or Raw Vegetables	Fresh fruit or Raw Vegetables
	Lunch 12:30	Various Sandwiches	Bagels with ham and cheese	Various Sandwiches	Pitta bread with chicken	Various Sandwiches
	Dessert	Fruit fromage frais	Melon and grapes	Fresh Fruit Wedges	Fruit Fromage Frais	Fruit salad
	Tea 15:30	Tuna & Pasta Bake	Beef & Vegetable Medley with Herby Rice	Cheese & Potato Pie with Baked beans	Pasta Bolognese	Chicken & Spinach Curry with Rice
		Creamy Vegetable Pasta	Vegetable medley with herby rice	Cheese & Potato Pie with baked beans	Mushroom and Spinach Pasta	Chickpea & Spinach Curry with Rice

After school Snack

	Monday	Tuesday	Wednesday	Thursday	Friday
Snack	Various sandwiches & fruit	Beans on toast & Fromage Frais	Tomato pasta & Cake	Crackers & cheese & Bananas with custard	Pizza & Fruit

Camp Coconuts undertakes to:	Parents agree to:
1. Plan a programme of activities to meet your child's individual needs.	1. Contribute with any homework tasks set
2. Keep a contact register in case you are unavailable to collect.	2. Keep this information up-to-date for us.
3. Maintain a daily attendance register and record reasons for absence.	3. Inform us of any reasons for absence.
4. Record daily who will collect the child and not allow anyone but you or a person authorised by you to take your child home.	4. Inform us if you cannot collect your child and tell us who will do so on your behalf. Provide a collection password.
5. Administer medicines	5. Give us authorisation to do this – you will be given a dedicated form.
6. Do our best to comfort children who become ill during the day and we will inform you as soon as necessary.	6. Keep a sick child at home and collect one who becomes ill from camp as soon as possible.
7. Advise you of any outbreaks of infections, diseases or cases of head lice.	7. Inform us if your child has contracted an infectious disease or has head lice/thread worms.
8. Tell parents of any incidents in camp, which may have affected your child during the day.	8. Tell us of any significant happenings at home, which may affect a child's behaviour at camp.
9. Implement a policy of equal opportunities (enshrined in law).	9. Accept the policy of equal opportunities within the camp.
10. Keep written policies in camp.	10. Look at or have copies of these policies if they wish.
11. Welcome feedback – both positive and negative if we are to monitor the service we provide.	11. Discuss or write comments on what we are providing whenever they feel prompted or requested to do so.
12. Encourage your child to experiment with a variety of materials and be creative. In doing this, they may get messy	12. Provide sensible clothing for busy and messy kids. Please do not wear your Sunday best to Camp
13. Do our best to be well staffed and equipped.	13. Pay fees promptly and according to the terms and conditions