



Dear Parent/Carer,

I hope this communication finds you well.

We wanted to take the time to introduce ourselves to the families of Claycots School.

We are really looking forward to meeting you and getting to know you all from Monday 16th September 2024.

In2Care are delighted to be starting the After School Club Provision at both Britwell and Town Hall Campus.

At In2Care, we provide a high-quality Wrap Around Provision for children aged 4-11 in Primary Schools in Berkshire and Surrey. We offer Breakfast Clubs, After School Clubs and Holiday Camps.

We have a fantastic reputation and have excellent relationships with our Partnered Schools, the Teaching teams we work with, the families who we support, our teams, and most importantly... the children in our care!

### **Bookings are now LIVE!**

Sessions are now available to book via our Online Booking System.

Head to our website [www.in-2-care.com](http://www.in-2-care.com), go to 'Book In2Care'.

To make a booking follow this quick guide:

- 'Create an Account'
- Make yourselves familiar with our Terms & Conditions
- Add 'Claycots School – Britwell Campus or Claycots School – Town Hall Campus)
- Add your Child(ren) to your Account
- Ensure all consents, contacts, collectors, medical, diet and doctors' information inputted is complete and accurate
- Click 'Book Activity' to create a Booking
- Select the dates you require and head to the checkout!
- Choose to make a payment via Debit/Credit Card, Childcare Vouchers/TaxFree Childcare, or an Instalment Plan.

It's super easy once you've created your account! Please don't hesitate to contact our friendly team by sending as an email at [info@in-2-care.co.uk](mailto:info@in-2-care.co.uk) or by calling 01344 609934.



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[www.in-2-care.com](http://www.in-2-care.com)



## Flexible Payment Options

We understand that affordability may be of concern for families in the current climate.

Our flexible payment options offer families several ways to make payments manageable. Our system can offer instalment plans, and we accept Tax-Free Childcare and Childcare Vouchers as forms of payment as we strive to make our childcare services available for families.

You can find out more about the new government schemes to help with childcare costs at <https://www.gov.uk/government/news/tax-free-childcare-10-things-parentsshould-know>

## Frequently asked questions

### Does In2Care Provide a food for my child?

A healthy and nutritious Snack will be provided when your child arrives at the club and drinking water, milk and squash will always be available. This is a snack and not a tea/dinner. Please note we are a Nut-Free site. Please see Snack Menu attached.

### What can my child do at an After School Club?

Our sessions are all about having time to unwind, relax, and have fun! Our approach to our Clubs is all about Children's Choice and being a Child-led provision. A typical session will include a substantial and yummy Snack Time, to refuel after a long day. There are opportunities to catch up with friends (or make new ones!), play board games, complete puzzles, get involved with construction play, drawing, reading, arts & crafts, outdoor games/challenges or watching a movie (we love popcorn!)

### How will my child get to the After School Club?

The School Office will receive our daily registers at 12.30pm and will notify the Class Teachers of who is in attendance of After School Club on that day.

### How will I collect my child from the After School Club?

We have a 4.30pm or a 6.00pm collection time. Our site number will be on the school gate. Simply save our site number and call us letting us know who you are collecting.

### What happens if someone else needs to pick up my child?

Only contacts listed as a Collector on your account can pick up your child. You can easily amend this by logging into your account. Any person collecting your child must be over 16 years of age.



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### **What if I am late collecting my child?**

We ask that you aim to collect a few minutes before the session finish time to allow for a handover at the gate. If you are late, our late fees are £10 per 15 minutes, per child.

### **My child is going to be absent, or I need to cancel a session, what should I do?**

You can cancel your sessions through the booking system. Please note we require 48 hours' notice for changes to sessions, or to receive credit on your account.

### **Is there a booking deadline for After School Club sessions?**

You can book online up to 12:00pm on the same day, if there is availability. Always call our office team for last minute availability and we will always help you.

### **Does my child need to bring anything with them?**

No. Please ensure any items brought to our club are clearly labelled. Please ensure children do not bring any valuable toys or belongings with them.

### **What ratio do In2Care work with?**

We work on a 1:10 Adult to Child ratio.

### **Who will be working with my Child(ren) at After School Club?**

Everyone that is employed by In2Care is cleared with the Disclosure and Barring Service (DBS) and on the Update Service for this. Our team are thoroughly trained through our Induction Programme which covers Safeguarding and Child Protection, Activity and Session Delivery, Food Hygiene, Behaviour Management and Health & Safety. There will always be at least one Paediatric First Aid trained person at each club.

### **I'm worried about how reliable this service is, will you ever cancel?**

We will never cancel a session. Even during tricky times with Covid/Isolation times in the past, we have never cancelled a session. We are the most reliable Childcare service a school will ever work with, and we are very confident saying this.



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## Meet our Head Office Team

As our team expands (we are awaiting on the last of our Safer Recruitment Checks), we will notify you and do introductions at the gate.

Our Team looks forward to meeting you and your child(ren) from September. For now, please meet our Head Office Team. We are always on hand to support.



**CJ, Director**



**Leanna, Operations Manager**



**Jo, Area Manager**



**Abby, Quality Assurance**

## Contact and Support

Please don't hesitate to contact us with any queries you may have.

Reach us by email, or by phone. ([info@in-2-care.co.uk](mailto:info@in-2-care.co.uk), 01344 609934).

Our Office hours are:

Monday – Friday 9.00am-6.00pm (Term Time)

Monday – Friday 9.00am-4.00pm (School Holidays)

We hope you have a nice Summer, and we look forward to meeting you all very soon!



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