



Ely and Caerau Children's Centre
Michaelston Rd
Ely
Cardiff CF5 4SX

Canolfan Plant Trélai a Chaerau
Heol Michaelston
Trelai
Caerdydd CF5 4SX

Ely and Caerau Children's Centre

Day Care Terms & Conditions 2025

Day Care Application Criteria:

- a. Children who live outside the Ely and Caerau area may be offered a place if they have Additional Learning Needs, are a Looked After Child, or are deemed to be in a vulnerable situation that requires childcare support.
- b. Priority will be given to children from families who live within the Ely and Caerau area.
- c. Children from families who do not live in Ely and Caerau will be accepted if a parent or guardian works in the public sector—such as Education, Police, or the Council—within the Ely and Caerau area. Or if they work in one of the Ely and Caerau Children's Centre partner schools, which are Tremorfa Nursery School and Grangetown Nursery School.
- d. Siblings of children who are currently attending the Day Care will be offered a place even if the family has since moved out of the area.
- e. Families whose older child has been offered a local authority Nursery or Meithrin place may also be offered Day Care for a younger sibling where needed.

Day Care Waiting List:

If your application meets at least one of the criteria outlined above, your child's name will be added to our waiting list.

Please note that while eligibility criteria are considered, the waiting list is primarily managed on a first-come, first-served basis, determined by the date of application.

Once your child has been offered a place and your bookings are confirmed, additional sessions cannot be added immediately. If you wish to increase your child's days or hours, your request will be placed back on the waiting list.

Priority Consideration:

Children with additional learning needs, those referred by the Inclusion Team, looked-after children, or families identified as vulnerable may be given priority. This is assessed on a case-by-case basis, depending on the family's circumstances and the level of need.

Availability by Day:

Placement availability is also dependent on the specific days requested. For example, if you have applied for a Wednesday and no spaces are currently available, but the next applicant has requested a Friday which is available, the Friday space will be offered to that applicant. We typically have more capacity on a Monday and a Friday.

Offering a Place in Day Care

Receiving an Offer

The Centre will contact families to offer a place in our Day Care service. We will make up to three attempts to reach you via both email and phone.

If we do not receive a response after three unsuccessful attempts, your child's name will be removed from the waiting list, and all personal details will be securely discarded in accordance with data protection guidelines.

Deferring an Offer

If a Day Care space is offered and the parent or guardian requests to defer the start date, the Centre reserves the right to allocate the space to another child. The ability to hold the space cannot be guaranteed. Where a deferral is requested, the Centre will consider the length of the deferral and may propose an alternative start date based on operational requirements. Any compromise on start dates will be at the discretion of the Centre.

Declining an Offer

If you are offered a space and no longer require care, please notify the Centre immediately. Your child's details will then be removed from the waiting list, and the original application will be securely discarded.

Registration Policy

Once a childcare space has been offered and your child's sessions are confirmed, you will receive an official offer letter. This letter will detail your child's start date, regular booking arrangements, and the scheduled registration appointment.

On the day of registration, parents/guardians will meet with a senior member of staff to review the Day Care Welcome Pack. This session provides an opportunity for families to meet the team, explore the Centre, and ask any questions about our operations and routines.

Following registration, your child's profile will be created on our booking system, **FAMILY**, using the information provided on the registration form. Once the profile is set up, an invoice will be issued for your child's first month of attendance.

Please note: From the official start date, our **Day Care Charging and Remissions Policy** will apply. This policy outlines payment terms, eligibility for financial support, and procedures for managing fees. To access the full policy, please contact the reception desk on **029 2067 1421** or visit our website at <https://www.cardiffeccc.cymru/>

Illness

If a child has been prescribed a new medication that they have not previously taken, the child must remain at home for a minimum of **24 hours** after the first dose.

The Centre adheres to **Cardiff Council incubation period guidelines** for communicable illnesses.

If the Centre assess that a child is too unwell to remain in the care of staff or may pose a risk to the health and wellbeing of others, the Centre may at its discretion, require the child to be collected promptly.

Flying Start

The Ely and Caerau Children's Centre provide a Flying Start early years provision for eligible children. Placement in Flying Start is allocated exclusively through the Flying Start team (not the Centre) and begins the term following the child's second birthday.

Flying Start operates under a separate set of eligibility criteria from the Ely and Caerau Children's Centre Day Care. Allocation to Flying Start does not guarantee a place within the Centre's Day Care provision. For full details regarding Flying Start eligibility and criteria, families are encouraged to visit the Cardiff Flying Start website.

Other information:

This section of our Terms and Conditions provides families with clear information about the Centre's services and explains how our provisions operate and connect. It is designed to answer key questions for those joining the Centre.

What happens if I need to book my child out of Day Care in advance?

If you have a planned holiday or a known absence, you may book your child out of Day Care as long as you provide at least one month's notice. When this notice is given, the charge will be deducted from your fees. If notice is not provided, no reduction will be applied.

What if I need extra Day Care sessions?

If you require an extra session or wish to change your regular booking, you must submit a request through the reception desk. All changes require approval, and availability cannot be guaranteed. If we are unable to accommodate your request immediately, your child's name will be placed on the waiting list.

My child is turning two. Do I need to do anything?

You do not need to reapply when your child becomes too old for Day Care 1. They will move up to Day Care 2 with plenty of transition and taster sessions. If you want to add sessions to your existing booking, you must request them through reception. If immediate spaces are not available, your child will be placed on the waiting list.

I've been offered a Flying Start space, but my child already has a paid Day Care booking. What happens next?

If your child is allocated a Flying Start space at the Centre, we will confirm which session (morning or afternoon) you can access. If, for example, you receive a morning Flying Start session, you may keep your existing Day Care booking for wrap-around in the afternoons. If you do not currently have wrap-around but require it, you will need to join the waiting list. Flying Start places are limited, so we cannot guarantee that you will receive your preferred time slot, though we will do our best to support your needs.

My child attends Flying Start or Nursery as well as Day Care. Do I receive childcare during the holidays?

Because Flying Start and Nursery run only during term time, your child's Day Care booking will automatically switch to term-time only. This cannot be changed. If you need childcare during school holidays, you must book it separately through reception within the given booking time periods

My child has been offered a Nursery space and currently attends Day Care. How does this work?

If your child is allocated a Nursery place at the Centre, you may use your existing Day Care booking as wrap-around care. If you need additional sessions, you must request them and may be placed on the waiting list. When a child moves from Flying Start or Day Care into Nursery, there may be a brief period at the start of term where neither Flying Start nor Nursery sessions are available. Because Nursery has staggered start dates, you may need to pay for Day Care during this short gap, which usually lasts no longer than one to two weeks.

***The Centre also provides a Nursery Wrap-Around service, which complements Nursery education by offering additional care for children who attend our Nursery. This service operates primarily under CIW regulations and, as such, follows terms and conditions that closely align with those of our Day Care provision. For more information, please speak to reception. ***

My child is turning three and will be accessing Nursery. How do I use the Cardiff 30-hour Childcare Offer to support my Day Care fees?

You can only use the Childcare Offer for the hours you already have booked. Children do not automatically receive the full 30 hours when they turn three. To make use of the scheme, you must have confirmed spaces in Day Care or Wrap-Around. If you need additional sessions, you may need to join the waiting list. Please note that an online agreement must be sent to the Centre should you be accepted for the Childcare Offer scheme.