

Manorbrook Out of School Club

Information for Parents

September 2016

ABOUT THE CLUB

Manorbrook Out of School Club (MOSC) is registered with Ofsted (Registration No 136032), and is based in KS2, just off the hall. The club is open from 7.45 a.m. until 8.40 a.m. and 3.15 p.m. until 6.00 p.m. weekdays, during term time. We also offer holiday care from 8.30 a.m. to 5.30 p.m. for part of the summer holiday, if sufficient staff or the school is available.

You can download our last inspection report here [<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/...>].

We are based at Manorbrook Primary School, and have use of an extremely well-equipped room, the school hall and the vast outdoor play area

Aims

At MOSC we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the Play work Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, craft, board games, construction, computer games, physical play, cookery, and reading. In addition other resources are available for the children to select from our equipment library.

What we provide

Breakfast is available in the morning and children can choose from a variety of cereals or bread/toast as well as a drink of their choice. The snack we provide in the afternoon is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

Our Club is staffed by a Manager/Play Leader, Karen Peacey, a Deputy Leader Liz Ferragut, and five Play Assistants Louise and Emily Kauz, Alison Hatcher, Holly Ford, and Louise Doyle. We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager (contact details are at the back of this Handbook).

Organisation

MOSC is run as a non-profit making organisation, employing eight staff (six of which care for the children and the seventh deals with invoices and fees) and is co-ordinated by a voluntary committee of parents who use the club. We enjoy a close working relationship with Manorbroom Primary School (the manager also works as a Teaching Assistant at the school) in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored securely.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

The current fees are **£4.50 for a morning session and £8.50 for an afternoon session**. Fees are payable in advance by bank transfer, childcare vouchers or standing order (please indicate if you wish to pay this way). Invoices are issued at the beginning of each month and we ask that they are paid by the 10TH of the month. Any fees received after this date will be considered a late payment, and a fee of £15.00 will be added to the next invoice.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Occasional sessions may be booked in advance, **with at least 24 hours' notice** (if spaces available). **The cost for an occasional morning session is £5.50, afternoon, £9.50**. Payment for these sessions will be added to an invoice which will be issued at the beginning of the month. As with other invoices, payment will be required by the 10th of the month.

Changes to days and cancelling your place

You must give us one month's notice of termination or of changes in attendance, in writing preferably. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. **Even if you have informed the school, you still need to notify us as the school does not automatically pass this information on to us.** If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence (see **Missing Child Policy** for details). This is extremely important as, if we cannot contact anyone on the child's registration form within a reasonable length of time, the police have to be informed.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect KS1 children and escort them to the Club at the end of the school day, KS2 children make their own way to the club via the KS2 hall. A register is taken when children arrive in our care. Children sign themselves in with their time of arrival and **you** are required to sign out your child each day when you collect them (children **SHOULD NOT** sign themselves out)

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £15.00 per 15 minutes will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6.30pm and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is available for all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child, and asked to sign our accident book. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak the Manager, or any other member of staff or committee.

Verbal complaints will be brought to the next staff/committee meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

Any complaints to Ofsted should be addressed to:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Manorbrook Out of School Club
Manorbrook Primary School
Park Road
Thornbury
Bristol BS35 1JW

Email address: manorbrookosc@gmail.com

Club mobile number: 07908363454

Club phone number: 01454 867228 (Please leave a voice message if there is no reply - the phone is only manned during club hours)

Ofsted Registration No: 136032

Club Staff

Manager/Play Leader:	Karen Peacey
Deputy Leaders:	Liz Ferragut
Play assistants:	Louise Kauz, Alison Hatcher, Emily Kauz, Holly Ford, Louise Doyle
Invoices/fees:	Helen Hall

Ofsted

Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231