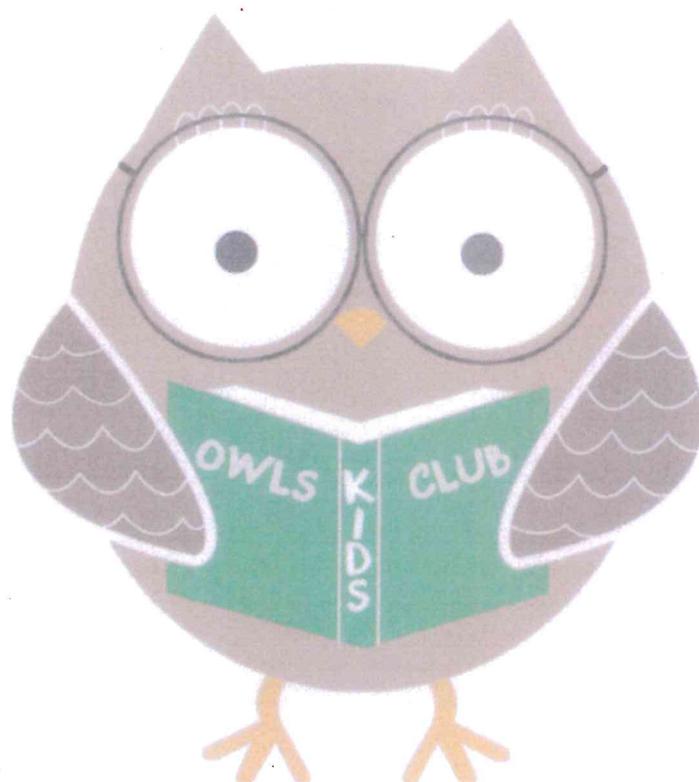


# The Owls Kids Club

## Parent & Carer's Handbook



### Our Mission Statement:

"To provide high quality out of school childcare at affordable prices, in a safe, relaxed, enjoyable and non threatening environment where all Children will be treated as equal individuals whilst being encouraged to participate in a variety of stimulating play-based activities with others."

# The Owls Kids Club

## PARENT INFORMATION

Welcome to Owls Kids Club. We offer quality affordable childcare before and after school. We have put this information together to help you as parents and carers understand how the club operates. It includes a brief summary of the standards and policies we adhere to and its aim is to give you all the information you need to become a part of our club. All parents are entitled to access the approved policies and procedures in full, which are available on request. If there is anything you are unsure of then please ask a member of staff.

### 1. Registration Policy

Before your child can join the club you will need to complete a registration form. This is basic information about your child given to us to ensure we give them the service they need. **It is very important that you let us know straight away of any changes to the information you have given.**

The club is registered with OFSTED as a suitable facility for children under the terms of the Children Act 1989 and is regularly inspected. The registration certificate can be found on the club notice board with the public liability insurance certificate.

### 2. Opening Times and Bookings

Owls Kids Club is open term time and inset days

Breakfast 7.30am - 8.50am Monday-Friday

After School 3.30 - 6pm Monday-Friday

*We do not open on inset days or during school holidays*

Places can be secured for your child with at least 24 hours notice prior to the required session by telephoning Owls Kids Club on **07760 812974**, or speaking to a staff member.

Bookings can also be made in advance with booking forms available from staff. Booking promptly will ensure a space for your child. Please also inform us on the booking form if your child will be attending any after school activities.

**Booking forms should be completed every half-term, these should be returned by the date required so that the registers and staff rota can be ready for the new term.** Unfortunately we cannot accept 'on the spot' bookings on a regular basis, however we do allow an exception on the odd occasion to cater for when an unforeseen circumstance may arise. We have to create staff rotas in advance to meet the ratio of children booked in for each night to ensure the highest level of care for your children - this is why booking forms are so important.

# The Owls Kids Club

## 3. Payment and Charges

Before school - **£7.60**

After school - **£13.75**

(with an additional charges for breakfast and tea - \*Please see below)

Occasional users **MUST** pay when booking a session or the child will not be accepted into the club.

**Late Collection Charge - £10.00**

\*Tea and breakfast for your child is subject to an additional charge of £1.10(Breakfast - bowl of cereals/2 slices of toast & a drink. Tea - 2 slices of bread for a toastie or sandwich with filling, healthy snacks & a drink)

Charges are subject to review but we will inform you of any necessary increases in charges. An invoice for payment will be issued at the end of each half term. Please pay promptly and ensure that payment is made within 2 weeks of the date of issue and make cheques payable to Owls Kids Club. The club also accepts Childcare Vouchers. If there is failure to make a payment, or any issues with payments made by any payment method, on more than one occasion, we have the right to request that childcare payments are paid in advance before each individual session, failure to pay may also result in a late payment levy and an inability to honor further bookings for your child.

## 4. Amendments and Cancellations

If there is a need to amend your booking in any way it is the parent/carers responsibility to contact a member of staff as soon as possible, in person, by telephone or text message. Emails are not monitored 24/7 and staff do not have access to email whilst present at the Kids club. The word of your child or communication from school staff is not acceptable. **If you wish to cancel a session then please give as much notice as possible, 7 days notice is required to cancel a session without charge.** If your child is unable to attend and no prior notice is given, for example if they are ill, we will, with regret, have to charge the full amount for the session.

# The Owls Kids Club

## 5. Activities

We aim to provide a wide range of play activities to stimulate the children's active minds, which may include:

**ART** – painting, collage, drawing, modeling etc.

**GAMES** – board games, jigsaws, card games etc.

**CONSTRUCTION** – Lego, K-nex, marble run etc.

**IMAGINATIVE PLAY** – Dolls house, garage and cars, dinosaurs, animals, dressing up etc.

**OUTDOOR PLAY** – Various outdoor games and activities. As well as the outside play area we have access to the school grounds.

## Early Years Children

We are no longer required to compliment the Early Years Foundation Stage by Ofsted and no longer have to do observations. Early Years children will still be given a Key worker who will ask parents to fill in an all about me form enabling them to help your child to settle in.

As stated in the Statutory Framework for the Early Years Foundation Stage wrap around providers for children who normally attend Reception class (or older) during the school day, providers do not need to meet the learning and development requirements, however, practitioners should discuss with parents and/or carers (and other practitioners/providers as appropriate, including school staff/teachers) the support they intend to offer.

## 6. Equality Policy

Owls Kids Club aims to promote an equality of opportunities for all children, parents/carers and staff and to reflect and meet the needs of the community.

We aim to ensure that children feel valued and encourage them to respect each other. We aim to provide positive images of different races, creeds and cultures, positive play and opportunities regardless of gender and facilities for all abilities. We aim to challenge racist or sexist comments, bullying and name calling.

# The Owls Kids Club

## **7. Additional Needs**

We aim to make the club welcoming and accessible to ALL children regardless of any additional needs they may have. All children will be encouraged wherever possible and appropriate to take part in all play activities.

Staff will be given access to appropriate training in order to identify children with additional needs and ensure consistent high quality care is maintained. When necessary Owls Kids Club will investigate ways to access additional funds to provide specialist staff and equipment.

## **8. Health and Safety**

Under the Health & Safety Act Owls Kids Club has a duty to maintain health, safety and welfare standards. We are regularly inspected by Ofsted and have Public Liability insurance. All staff have DBS Checks and several are trained in first aid. Fire drills are regular and recorded. All children are regularly reminded of the rules and of health and safety. The safety of your children is our highest priority. There is a First Aider at every session.

### **Infectious Diseases**

Please do not send any children to Owls Kids Club if you know they are suffering from any highly infectious disease. Please allow a suitable recovery period after any disease before sending your child back to the club.

### **Medication**

It may be possible for your child to receive medication according to your instructions whilst at the club. Administration of medicine is strictly controlled so please talk to a staff member if this situation applies to you. In all cases a medicine Administration form must be signed.

### **Injuries occurring at the Club**

A record is kept of injuries that occur at the club. You will be asked to sign the record book in the event of an accident. In the event of a severe incident and we feel that your child requires immediate medical care we will endeavor to contact you and take your child to the Doctor or Hospital. If your child falls ill whilst at the club we will contact you to collect your child.

### **Food**

Owls Kids Club will provide a healthy snacks, tea and drinks during the afternoon session. You may provide other food if you wish. The breakfast club can provide your child cereal or toast. Tea and breakfast for your child is subject to an additional charge (Please see section 3).

# The Owls Kids Club

## 9. Safeguarding

A copy of the Club's Safeguarding Policy is available upon request. This Policy adheres to Ofsted Regulations and to the Area Child Protection Committee Guidelines. All staff receive Safeguarding Children Training. As stated earlier we will only release your child to the people you have authorized.

### **Children arriving with injuries.**

In line with this policy if children arrive at the club with an injury the staff may have to ask you about this. We will keep records of all injuries, accidents and incidents about any child attending the club

### **Confidentiality**

All information kept on any child will be kept confidential. Child records will be kept locked and only accessible to staff. Named parents/carers will have access to their own child's records.

If there is any suspicion of child abuse the club will follow guidelines laid down by Nottingham Social Services Department in all cases. A copy of the guidelines used are available upon request.

## 10. Privacy Notice (GDPR)

At Owls Kids Club we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Owls Kids Club can do so with confidence that their personal data is being kept secure.

A copy of the Club's Data Protection Policy is available upon request.

## 11. Code of Conduct

### **Promoting Positive Behaviour**

Basic rules are vital for the smooth running of the club. Clear boundaries are established for acceptable behaviour so that the children know what is expected of them.

### *We ask the children to:*

1. Show respect to others, both children and adults.
2. Take turns and share.
3. Listen to the play workers instructions.
4. Stay within agreed areas.
5. Behave sensibly whilst at the club.
6. Get involved and have a good time.

# The Owls Kids Club

## *We will not accept:*

1. Bullying.
2. Swearing.
3. Fighting.
4. Throwing of toys and other objects.
5. Behaviour which may lead to an accident
6. Diserimination in any form
7. Not listening to play workers
8. Going out of agreed areas.

## **What if Children Misbehave?**

There are clear procedures to deal with incidents of misbehaviour whilst at Owls Kids Club. Incidents of inappropriate behavior will be recorded and you will be asked to sign the Behavior Incidence Book if your child was involved.

Staff will explain to the child involved that their behaviour is considered unacceptable and the consequences of their actions. If necessary the child will be encouraged to take time out from playing with a quiet activity. Where possible a play worker will sit with the child and engage in discussions about behavior and its effects on others.

We will inform parents/carers about any serious/persistent misbehavior. Exclusion is used as a last resort and only if sessions are repeatedly disrupted by unacceptable behavior and all co-operative behaviour improvement plans have failed.

## **What can you expect from the Staff?**

We do not believe in asking children to do something unless we follow the same rules. We will lead by example.

## *Play Workers will:*

1. Listen to the child/children and give them space.
2. Ask for explanations from the child/children.
3. Treat the behavior not the child.
4. Show understanding and sensitivity to individual needs.
5. Keep accurate records
6. Be welcoming to all.

# The Owls Kids Club

## *Play Workers will not:*

1. Physically punish or humiliate any child.
2. Shout unless in an emergency.
3. Lose their temper.
4. Show favoritism.
5. Label any child.

If your child has given cause for concern in any way you will be notified politely and in confidence.

## **Monitoring Standard**

The club is regularly monitored. All policies and procedures are reviewed at frequent intervals. The club has a Manager in position who will attend staff meetings to ensure any issues are dealt with promptly. We are also monitored by external bodies such as Ofsted.

# Owls Kids Club

## Privacy Notice

At Owls Kids Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our lawful basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you. Our legal condition for processing any health-related information that you provide about your child is so that we can provide appropriate care for that child.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post so that we can send you information about your child, our Club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

Please sign and date below to confirm that you have read this Privacy Notice.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*