

Emma Kenny Yr6 (2012)

The Owl Club And Early Birds Parent Handbook

Oswald Road School, Oswald Road, Chorlton-cum-Hardy, Manchester M21 9PL

General

The Owl Club and **Early Birds** are before and after school Clubs, which comprise the company, whose official name is **Oswald Rd Childcare Club Ltd.**

The Club is a not for profit co-operative and a Private Limited Company (Registration No: 2878781). The Club is managed independently from the school but the school recognises the importance of the wrap-a-round services and fully supports the Club with accommodation and other services. Parents* and staff are members of the co-operative and are encouraged to take an active role in the management and running of the Club.

OFSTED regulates the Club and it complies with legislation and standards applicable to out of school care. (Ofsted Registration Number: 500199).

Our Aim

The aim of the Club is to provide a safe, friendly, relaxing, free play learning environment for children. Children are supervised and observed by experienced and qualified staff. Staff provide a wide range of activities, including creative arts and crafts, cooking, sewing, drama, outdoor play and games.

Staff

All staff employed by Owl Club have been DRB checked. Employees are qualified to NVQ level 2 or 3 in Play Work and all are experienced.

Owl Club encourages and promotes staff development through on-going learning and development.

Owl Club Manager

Vacant **Tel 07585264899** **Email: manager@owl-club.co.uk**

Play Leader Owl Club:

Sam Dawson **Tel:** **Email: owlclub@owl-club.co.uk**

Play Leader Early Birds:

Donna Jonas **Tel: 07788195826** **Email: earlybirds@owl-club.co.uk**

(* A parent, carer, guardian, authorised person, or an adult (18yrs+) responsible for the safety of a child)

Allocation of places

If you wish to register your child in Early Birds or Owl Club, please contact the appropriate Manager or Play Leader. They will inform you of availability at the time. You will then be given an application form to fill in.

It is essential that the Club has contact details for parents, as well as another adult for an emergency contact details, information relating to special dietary needs, allergies and any other medical conditions. If you have any other specific requirements for your child/ren, please let the Manager/Play Leader know. Please sign the relevant consent forms.

As soon as the form is returned, the Play Leader will then arrange with you a suitable start date. Parents are encouraged to join us in the Club before the start date to ensure children are able to settle and for them to be introduced to the staff member. You will be informed that your place(s) has been allocated and confirmed in the Club.

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 day(s) as a sibling already attending. School staff children have priority.

Your child/ren's details will be added to our database, your annual payment calculated and a payment advice slip will be given. Please use your payment advice slip to set up your monthly standing order in your child's name at the beginning of the month. Your annual payment is taken monthly.

We also accept childcare vouchers, providing they have separate reference numbers and payment amounts for each child.

Parents can pay by cheque payable to **Oswald Rd Childcare Club Ltd**. Please note: Staff cannot accept cash.

We operate a 4 week in advance payment system and it is important for the smooth running of the club that payments be received on time. You will be reminded about overdue bills by texts, phone call or email from the Manager.

Parents who repeatedly fail to pay fees by the end of the month will be in danger of losing their child's place. You will be formally notified and given 28 days notice from Owl Club to withdraw your child's place.

NB: If you are having any difficulty paying your fees please inform the Manager as soon as possible.

Cancellation of places

If you would like to swap your child's day or cancel, please give written notice to the Owl Club/Early Birds. You must give **two weeks prior notice**. The notice must be in term time, and not over a holiday period. You may be continued to be charged for this period if your notice is not received appropriately.

Owl Club Management

Owl Club Limited is run as a not for profit company. The Directors of the company are liable for the smooth running of the Club. For more information please contact the Owl Club Manager.

During the course of the year Directors have a managerial and support role in:

- Legal compliance
- Staff/HR management
- School Liaison
- Club strategic development
- Financial management

Owl Club Directors and how to contact them can be found on our notice board.

Partnership with Parents

The Owl Club believes it is vital to maintain the involvement of parents.

We will promote this partnership by:

- Providing all parents with this Parents Handbook, an annual outline of cost, summary of attendance and activity
- Ensuring staff are well trained and aware of their role and responsibilities in terms of child protection
- Ensuring staff pass on information regarding their child's play to parent
- Provide a parent information notice board which will contain relevant information regarding activities and future events
- Working with parents to promote positive behaviour
- The staff team aim to value and respect the views of parents

Staff and Children's Routine

The use of attendance registers is important for various reasons, including health and safety in the event of a fire and is also a requirement by OFSTED. All children are placed upon an electronic database and attendance register. This database also includes photos of your child and may also include photos of parents and/or carers

The Club provides a healthy light snack of bread sticks, plain biscuits, unlimited fruit, juice and water. Early Birds provide a limited breakfast of toast and juice. We will also have occasional parties throughout the year, when a wider range of snacks and treats such as cakes and sweets will be provided.

Early Birds

All children must be **signed in** by a parent. The children are signed out by staff and escorted into school.

Owl Club

On arrival children are signed in by staff and asked to wear a Hi-Vest Jacket.

Parents must **sign out** in the register before leaving with the child. Foundation Stage children are collected by staff and are signed in twice, ('Little Owls' and 'Big Owls'). Parents picking up from Little Owls must sign out separately.

If a child is going to be picked up by another adult after school and is not going to attend the Club, the parent **must** inform the Playleader or Manager beforehand, even if the adult is known to the child. The child must still be signed out of the Club and a contact number must be provided. A staff member will countersign the adults signature.

If you would like your Year 6 child to walk home by themselves, you need to give written permission. Children with permission will be required to sign themselves out. We encourage the child to begin the journey home while there is adequate daylight.

The Club is not responsible for children after they have been signed out of the Club.

If a child is picked up late on a regular basis the parent will be formally notified about the issue. Owl Club reserve the right to impose an additional charge or withdraw the place.

Little Owls

The Foundation Stage children have the use of different reception rooms and the Foundation playground from Monday to Thursday, (rooms alternate daily). Children under 5 years will be encouraged to remain in these rooms with Owl Club staff.

They are referred to as 'Little Owls' but remain under the same management as the Owl Club. The children are collected from appropriate classrooms and escorted to the classroom they will be attending.

A register is taken and children are given the choice of whether they would like to remain in 'Little Owls' or go back to 'Big Owls'. We encourage children under 5 to remain in 'Little Owls'. When the children have been registered they are provided with a healthy choice of snack, as they would be in Owl Club. As in Owl Club, there will be a choice of activities offered.

All children under 5 years are assigned a key worker, with observations and action plans, carried out in accordance with the Early Years Foundation Stage principles for children development.

Medicines and First Aid

In the extreme case of an emergency situation arising at the Owl Club or with an individual child, every effort will be made to contact the parent or listed emergency contact. Staff trained to do so will administer First Aid, if appropriate, further medical assistance may be sought.

The Club has first aid trained staff, who have also been trained to use the Epipen (for allergic reactions). Medicines are kept in a lockable cabinet.

Parents are asked to give permission to Owl Club staff to administer medicine in whilst the children are in our care. This is recorded on an 'Administering Medicine' sheet, stored in the accident file.

Any accidents a child incurs that require first aid treatment will be recorded on the accident sheet and will be shown to their parent to countersign.

Children who require medicine(s) are asked to provide it in a bag or box, labelled with the child's name on it. Please ensure expiry date is checked when leaving medicine and renew it when necessary.

Complaints, Comments and Compliments

The Club is committed to providing high quality childcare to the children attending.

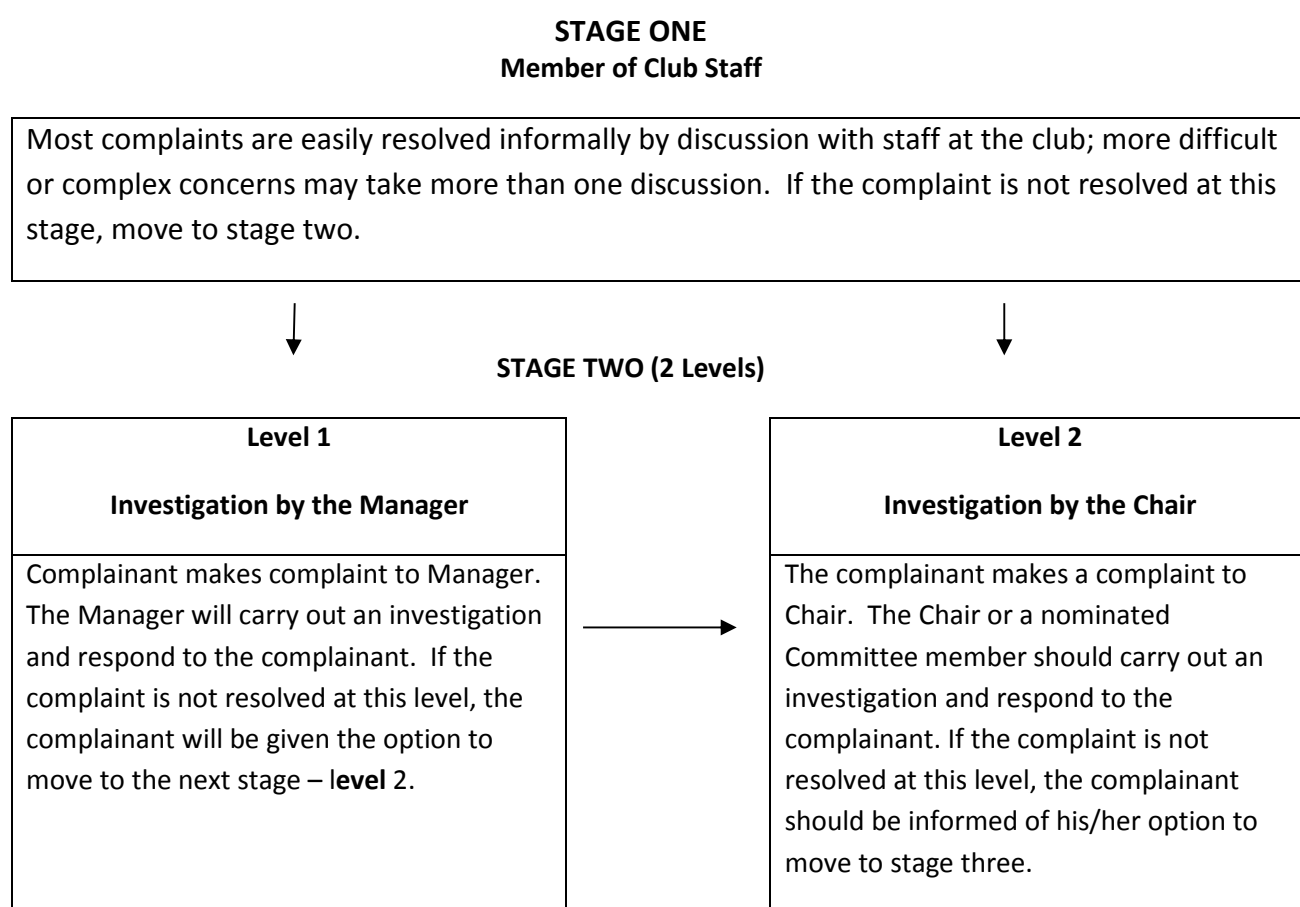
The Club recognises, however, that there will inevitably be instances where parents may feel they wish to comment or complain about our service. It is the policy of the Club to address

all comments and complaints in a fair, timely and professional manner. Comments and compliments are always welcome. For complaints we operate a three stage system.

Communication, written or spoken, is valued as part of the partnership between home and the school club. Co-operation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in Owl Club.

This complaints procedure sets out clear procedures to be followed in the event of a complaint gives a structured opportunity for all concerned to express and resolve concerns at an early stage.

The following structure for the consideration and resolution of complaints is recommended.



If, following Stages One and Two, it has not been possible to resolve the complaint, and the complainant wishes to pursue the matter further, Stage Three of the Complaints Procedure should take effect.

At this stage the complainant should make a written request to the Chair that the matter be referred to the Complaints Panel established by the Owl Club Committee



STAGE THREE

Investigation by Governing Body

If the complaint is referred to the Complaints Panel discussion must not take place outside of the Complaints Panel, as this would prejudice a fair hearing.

The Complaints Panel should meet within an agreed timescale.

The complainant and the Manager should be given an opportunity to make representation to the Panel. Everyone involved should receive copies of relevant documents. It should not be possible to introduce new evidence at this stage of the proceedings.

There is no appeal mechanism.

Equality

The Club will seek to promote attitudes and behaviour appropriate to living in a multicultural society.

This applies to all persons involved in the Club including parents, staff and children. We will take all reasonable steps to abide by the Equality Act 2010 and will promote equality of opportunity within the Club and its activities with regard to age, disability, gender, ethnic origin, religion and beliefs and sexual orientation.

All aspects of play and provision will reflect a wide range of cultures and will be conducted in an inclusive manner. Festivals relating to various religions and cultures will be acknowledged and celebrated where possible. All children will have equal access to activities.

Behaviour Management

Our aims are:

- To provide a safe and caring environment based on mutual trust, respect and concern for everyone as individuals.
- To encourage the children to develop qualities of self-discipline, tolerance, courtesy and consideration for others and their property.
- To establish clear principles which set the boundaries of acceptable behaviour and which can be applied consistently to everyone at the Club.

We aim to encourage good behaviour by:

- Positively reinforcing good behaviour

- Giving attention to children for good behaviour rather than for bad behaviour.
- Providing plenty of interaction between the play workers and the children.
- Providing a variety of stimulating and enjoyable activities.
- Leading by example, in terms of speaking to and treating the children

Unacceptable behaviour will not be ignored but will be addressed at the earliest opportunity by:

- In the first instance, the unacceptable behaviour will be addressed by speaking to the child, quietly and away from other children
- By focusing on the consequences of further unacceptable behaviour, e.g. child being taken away from a particular activity (and ultimately following through on any consequences identified).

In addressing instances of unacceptable behaviour, play workers will not:

- Shout at, humiliate or label any child;
- Use any form of physical punishment;
- Deprive a child of food or drink or overfeed them.

Where the Manager deems it to be necessary, unacceptable behaviour will be discussed with a child's parent. Repeated examples of unacceptable behaviour or particularly severe instances of such behaviour could disrupt the Club for all.

The Club reserves the right to terminate places, on a temporary or permanent basis. However such a step will only be taken after discussion of the situation with a child's parent who will be formally notified of any proposals. Parents will have an opportunity to appeal any decision.

Health and Safety

The Owl Club views the health & safety of its staff, children, parents, volunteers and visitors of paramount importance.

The Club aims to:

- Provide a safe environment in line with all relevant legislation
- Provide premises which are smoke free. Smoking is not permitted throughout the building or the surrounding areas. Staff and volunteers are not permitted to smoke at any time whilst in contact with the children
- Staff : Children ratios are adhered to in line with legal requirements

- Provide equipment and toys which are clean and well maintained
- Undertake risk assessments of Club premises, equipment and activities
- Nominate one senior staff member to have responsibility for undertaking regular health & safety checks. Contingency plans will be made if he/she is absent
- Ensure the Project Management are aware of their responsibilities under relevant Health & Safety legislation
- Ensure the Child Protection and Accident & Incidents policies are adhered to.
- Ensure all food (including baking activities) is prepared within basic food hygiene guidelines
- Encourage children to learn about healthy lifestyles through play activities
- Ensure children are appropriately supervised, but not over protected
- Provide regular access to fresh air and energetic physical play
- Ensure staff hold a current up to date, first aid certificate.

Record Keeping

The Club will maintain records that are required for the efficient and safe management of the project and to promote the safety and welfare of the children. We will do this in accordance with the Data Protection Act.

Parents reserve the right of access to all information held about their child(ren). OFSTED may require access to children's information during inspection visits.

Child Protection

Everything that happens within the Club should provide an atmosphere of trust, security and care.

All children have a fundamental right to be protected from harm.

Child protection procedures will be operated in a sensitive, thorough and correct manner.

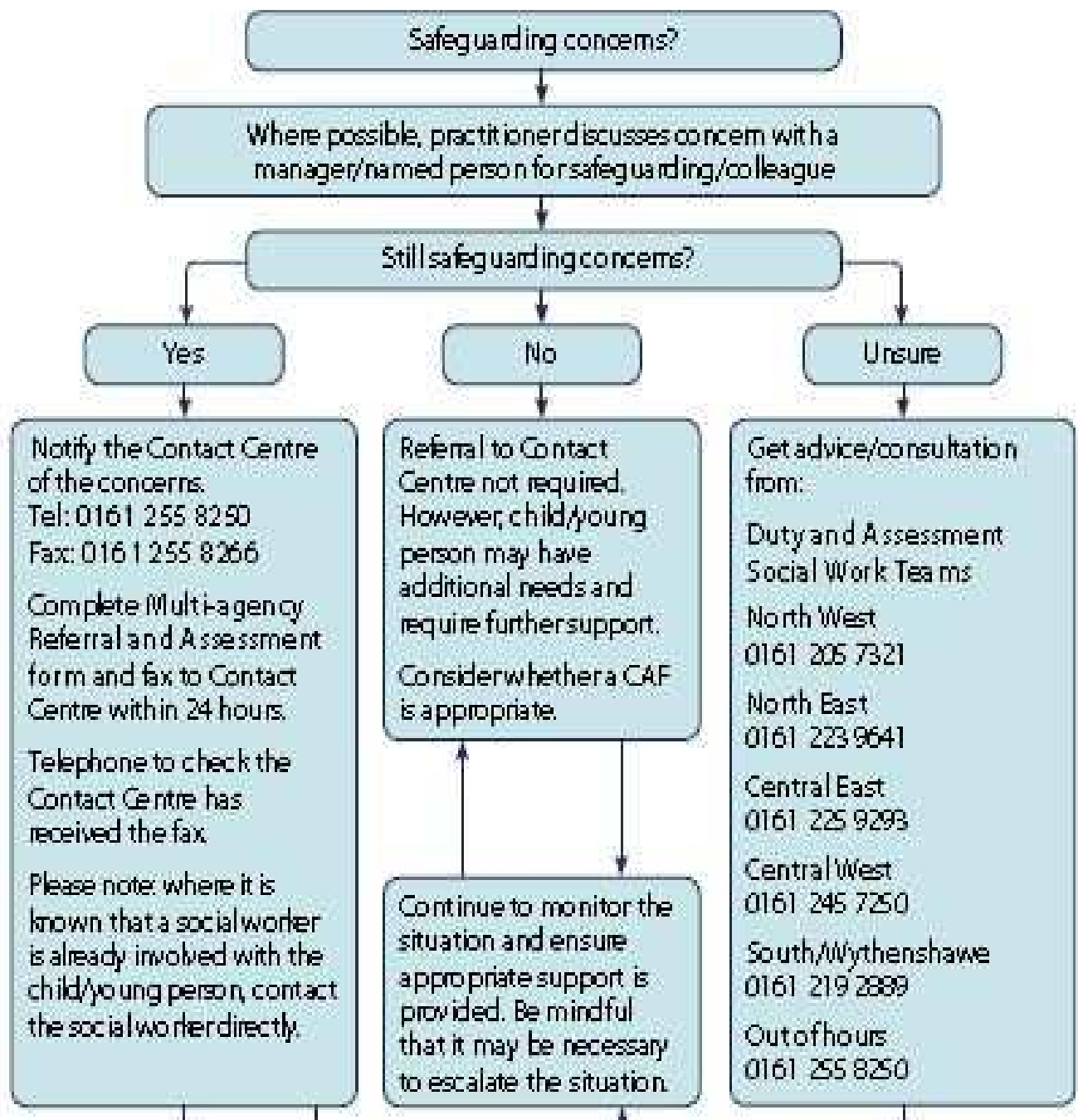
If a staff member or a parent have any concerns what-so-ever that a child is suffering or has suffered abuse, they **MUST** pass their concern on to a Manager.

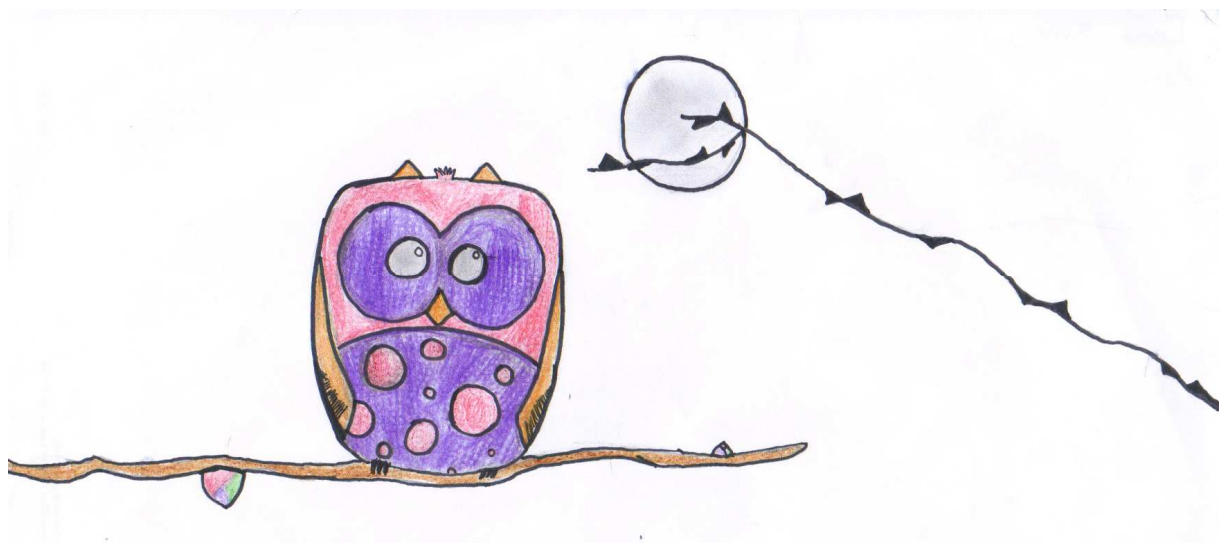
Managers are trained in the appropriate responses and follow set Manchester Safeguarding Children Board (MSCB) guidance and procedures.

All reports of abuse or suspected abuse will be treated in a confidential manner and reported to The Chair of the Management Committee and Chair of Governors of the School.

What to do if you have safeguarding concerns about a child/young person

FLOWCHART FOR REPORTING/REFERRAL PROCEDURES





Owl Club Manager 07585264899

manager@owl-club.co.uk

Owl Club Play Leader

owlclub@owl-club.co.uk

Early Birds Play Leader 07788195826

earlybirds@owl-club.co.uk

Owl Club Director 07769678963

mancom@owl-club.co.uk

www.owl-club.co.uk