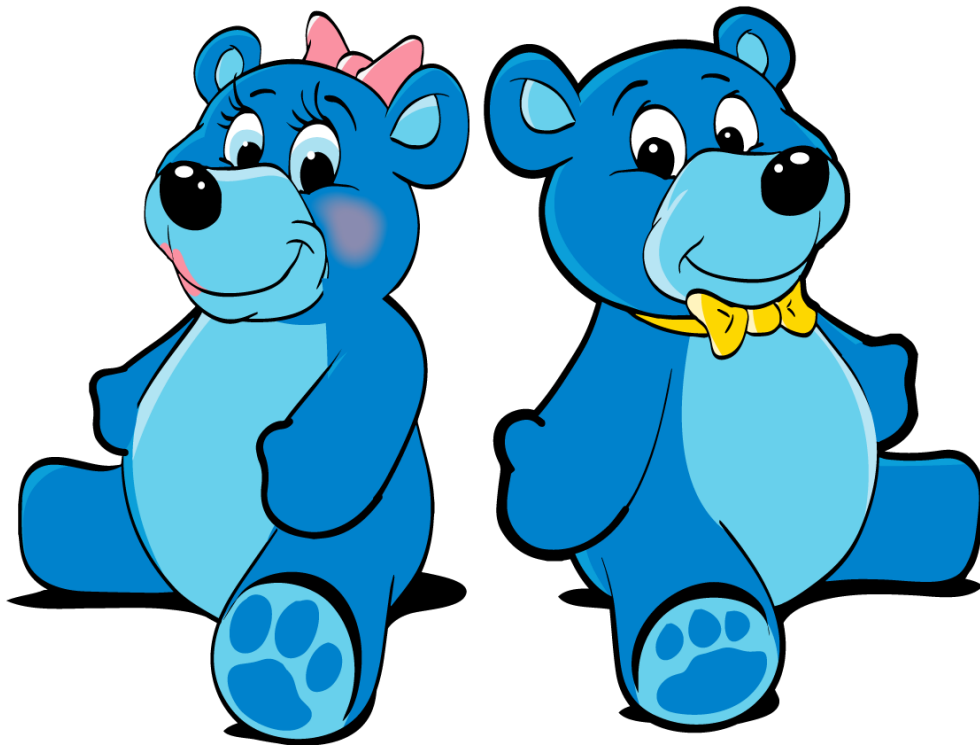




# Parents Handbook

Latymer Primary School



## ABOUT THE CLUB

Blue Bears Playscheme is registered with Ofsted: EY499409

We are based at Latymer Primary School

41 Hydethorpe Avenue

Edmonton

N9 9RS

We are in the platinum room of the school, where we have the use of a kitchen this gives us opportunity to allow the children to take part in making their own snacks and do a range of cooking skills. We have the use of the playground this as climbing equipment and soft play area.

### Opening Times

3.15pm until 5.45pm weekdays, Term Time only

### Aim

At Blue Bears Playscheme we aim to provide a safe secure and relaxing establishment, offering a range of activities to reflect the interests of the children in our care.

- **Our values /Ethos are**
- Allowing more independence To teach children to respect/value each other
- Listen to one another
- Work as a team
- Be responsible/ when playing with the equipment both inside and outside.
- Be positive and have confidence in them self /achieve their goals
- Be safe think about others while playing /sharing
- Working with Parents/ listen to their view ideas be approachable
- Free play to allow children to choose the activities that best suit their style of learning, and their interests.
- increase self esteem

### What we offer

Our Club follows the Playwork 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, home corner, craft, board games, construction, computer games, physical play, cookery, In addition to other resources are available for the children to select from our equipment library,

We also provide children with a space to complete their homework; this is encouraged by the staff

### Snacks we provided

The snacks we provide at the Club are 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.

We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### Staffing

Our Club is staffed by a Manager and a play worker. In addition we may have a volunteer staff.

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 first aid trained and have up to date DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

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).

Blue Bears Playscheme is a private company working closely with the school and following their guide lines, 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..

### 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 each child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

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 for After School Club

The current fees is **£9.00** per child per session, we do ask for a non-refundable deposit in advance deposit varies on the days your child attends at the club for example 3 days would be £25.50. Deposit.

This is then used for the last days /week your child attends, once notice has been given to cancel your child place at the club (no Fees Return) Payment must be paid weekly or fortnightly

### How to make payments

You can make payment either by Pay pal Bank transfer we do not accept cash details at end of book

Payment is required for all booked session regardless if your child attends or not

Please ensure that fees are paid promptly, either weekly or fortnightly

### Late payments:

Will incur a **fee charge of £2.00 per day** failure to pay within 5 days will result in your child being excluded from Blue Bears Playscheme until payment is received. If you are having difficulty paying fees, please speak in confidence to the Manager.

### **Cancelling your place**

You must give us one week notice in writing of termination of your child place, failure to do so will result in you being charged. Your deposit will be forfeited

### **Booked Sessions**

You are required to pay for all booked sessions if your child is in school and you take your child home or someone else collects your child rather than bringing them to attend their booked session at the club **you will still be charged** as this place could have been allocated to someone else.

### **Appointments:**

You must inform the club if your child as a hospital, Dr Appointments on their booked day's proof of this will need to be seen by the club manager. In order to make changes to your payments

If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

### **Child not attending**

It's is the parent/carers responsibility to inform members of staff at the club if your child is not going to attend the club. This will save members of staff time when they go to pick them up without the worry of not finding them. If your child doesn't attend a booked /contract days, we will have to treat them as a 'missing child' unless you have notified us of their absence

You must leave a message stating child full name, class/year before **3pm**.

### **Induction of new child**

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 (including snack times, collection, children's meetings), 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 will collect the infant children from their class rooms' The Junior children will make their own way over to the club where a member of blue Bears ~Staff will be waiting.

A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

### **Collecting of your child**

You can collect your child from the non-automatic gates, on Church Street. You will need to phone Blue Bears staff to let them know you are at the gate; staff will bring your child to the gate.

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. They must bring some form of ID or have detail of your password that you used when you sign up.

The club finishes **at 5.45pm**, if you are delayed for any reason please telephone the Club to let us know before 5.15pm a late payment fee of **£5.00 for every 10 minutes** will be charged if you collect your child after the Club has closed.

**We do have a policy on unforeseen circumstances please read this**

If your child remains uncollected after **5.45pm** and you have not informed 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**: this involves contacting Police/Social Care team.

### Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff is appropriately trained. For more details see our **Safeguarding Policy**.

### Data Protection Policy

This will give you information on how Blue Bears Play scheme uses your information

### 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.

Our staff training programme includes specific elements relating to children with special needs.

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 distributed to 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. See our **Aggressive Behaviour Policy** for more details.

### 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 your child 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 staffs 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. 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 your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff 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.

## 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.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

## Contact information

**Website:** [www.bluebearsplayscheme.co.uk](http://www.bluebearsplayscheme.co.uk) for copies of all policies documents

### Correspondence Address

Bush Hill Park /main office,  
Bush Hill Park URC Church  
25 Main Ave,  
Enfield,  
EN1 1DJ

Tel: 020 8366 5526

[Info@bluebearsplayscheme.co.uk](mailto:Info@bluebearsplayscheme.co.uk)

Club manager: Donna Pottinger & Angie Beer (Latymer ASC)

**Club mobile number:** 07878035610 (Please leave a voice message if there is no reply.)

**Ofsted Registration No: EY2601898**

**Tel:** (Manager) 07701369007

### Early Years and Childcare Service

Informed Families  
Early Years' Service  
London Borough of Enfield  
Civic Center  
7th Floor  
Silver Street  
Enfield  
EN1 3XA  
Tel: 0800 694 1066

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

## Methods of payment we **do not** except any cash

You can pay by bank transfer, direct debit or use a child care voucher.

Weekly payment should be paid at the end of each week we will send you invoice of What you owe. Fortnightly payment needs to be paid at the end of every two weeks prompt

The price per session per child applies to all children.

This is payable for all booked sessions furthermore if your child is away from school because of sickness you will not be charged.

If your child is in school and you take your child home rather than bringing them to attend their booked session at the club you will still be charged as this place could have been allocated to someone else.

Please ensure that fees are paid promptly. **Non-payment for more than five days** this will jeopardise your child place at the club and it will be terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

### Acceptable Payment Methods

#### Bank Transfers

please use the following account to set up a bank transfer payment.

Please don't forget to use your child's name as the reference, so we know who has paid!

**Bank Name:** Barclay's Bank

**Company Name:** Blue Bears Playscheme LTD

**Account Number:** 53850943

**Sort Code:** 20-76-90



#### Entered Child Care vouchers

we accept payment through

**Account number:** P20964827

#### Kidd Vouchers

Account no / EN1 1XJ use this to register for payments

#### Computer share Vouchers

Account no 0021653641

#### Online Payments

if you would like to make a booking online, we use a secure payment system through PayPal. All payments made online are secure, for more details on PayPal secure payments.