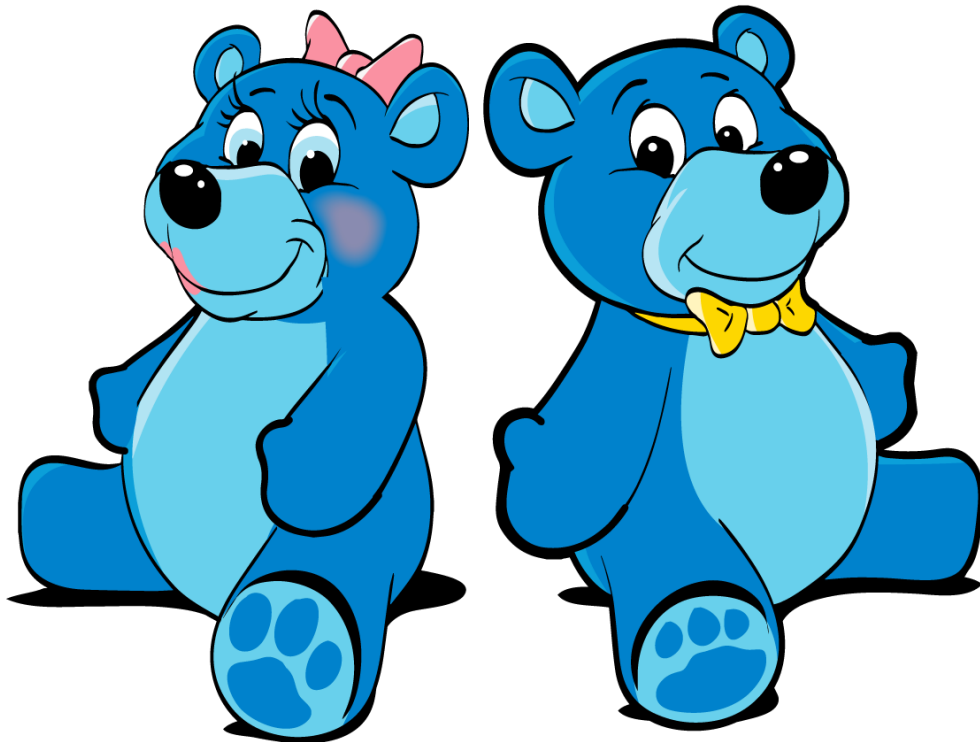




# Parents' Handbook



## ABOUT OUR CLUBS

Blue Bears Playscheme are registered with Ofsted

All Clubs are based in Enfield:

- Starks Field Primary School N9 9SJ (based in a Class room)
- Latymer All Saints Primary School, N9 9RS (based in large Hall)
- Bush Hill Park, United Reform Church 25, Main Avenue EN1 1DJ (based in Hall)
- Enfield High way, Community Centre Hertford Road EN3 5JF (Holiday Club)

### Opening Times

3pm to 6.30pm depending on the club your child is attending

Mon- Friday.

Club Fees: £9.00- £10.00 depending on the club

### Holiday Club

Opening times

8am 6.30pm

Fees: £23.00 per day for a fully day discounts for siblings £21.00 per day

£18 half day Morning session or Afternoon session total 5hrs for the day

All breakfast, snacks light lunches drinks are included within the price

### 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 /be honest
- 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 helping each other
- 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.
- Develop and increase self-esteem, their imaging

### What we offer

Our Club follows the Playworker 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,

## 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.

Our Club is staffed by a Manager, play workers. In addition, we may have volunteers

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 our clubs offer similar programme and provide your children with enrich learning

All staff members are DBS checked in line with Ofsted regulations. 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).

## Organisation

Blue Bears Playscheme is run as a private business, employing two or three staff at each club. We enjoy a close working relationship with the schools that we collect the children from 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 & 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 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.

All registration must now be done on line using the details on the website

### **Payment of fees for after school times**

The current fees are **£9.00 or £10.00** per child per session, depending on your child club

Fees are payable one week in advance this will be used for the last day your child attends once notice has been given to the club (no Fees Return)

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

You can pay by viva **bank transfer, direct debit, pay pal**, or if you have a child care voucher, we also accept them

### **More information on methods of payment is at the end of the booklet**

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. Once we have confirmation.

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 a will be need to be seen by the club manager. In order to make changes to your payments

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

**Late payments** will incur a **fee charge of £3.00 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.

### **Canceling 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 and your deposit will cover the cost of this.

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

### **Payment for holiday scheme**

#### **Open all holidays and school closures day**

Holiday scheme opens from 8.am -6.30pm Monday –Friday.

#### **This is normal based in Enfield Highway Community Centre, Hertford Road**

The current fee for this is **£23.00** per day per child this needs to be paid in advance before child can start.

Breakfast, Snacks, light lunch soft drinks will be provided thorough out the day these meals are not intended to replace meals at home.

We do offer a **discount** for **siblings** at the **holiday scheme**. This will be £21 per child.

We also have a half-day session £18.00 no discounts total hrs 5hrs Afternoon or Morning session

## **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 (going through Club's rules and routines, including snack times, collection, children's meetings, and introducing your child to 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 reception, Year 1 & 2 children from their class rooms, the junior children year 3-6 will make their own way over to the club, a member of staff will be waiting for them.

If your child is not based in a school setting two members of staff will pick up all children from their schools, walking them safely back to our club.

A register is taken when children arrive in our care, discussion on how the children day went sometimes we play a group game before snacks.

## **Collection of your child due to COVID19**

For the safety of all within the club you must wear a mask and please wait outside for your child

All children will be handed over to you by a member of staff at the club once we know who you are

If you wish to speak to a member of staff you are wearing a mask at all times.

You must collect your child at the time of the club your child attends if you are delayed for any reason please telephone the Club as soon as possible to let us know. A late payment fee of **£5.00 for every 10 minutes** will be charged if you collect your child after the Club has closed.

You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

## **Late collection of your child**

If we are unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** this involves contacting the Social Care team.

See our latest up to date Safe guarding policy on keeping your children safe during this COVID 19 epidemic all policy are on our websites for you to download if you want a copy please speak to our member of staff at the club

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 are appropriately trained.

## **Child not attending**

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

## **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**.

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.

If your child illness is related to the recent COVID 19 then we will isolate your child with a member of staff keeping a close eye on them until you or a member of your family collect your child, you will need to follow the guidelines for the COVID 19 and inform us of any information immediately

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 Welcome you at all times to discuss our work, have suggestions, 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)

### Correspondence Address

Enfield  
United Reform Church, 25 Main Avenue,  
EN1 1DJ

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

**Club mobile number 07504330541** (Please leave a voice message if there is no reply.)

**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. Or you can use your pay pal account just ensure you put our email address this is at the bottom of the page

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 two weeks.** 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

### Care –4 Child Voucher

Account/ no 29114376

### 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.