

# Stortford KidsOut



## **Parent Handbook 2019/2020**

## ABOUT THE CLUB

Stortford KidsOut is registered with Ofsted in four settings in Bishops Stortford.

**Birchanger** (Registration No EY537294),

**Farnham** (Registration No. EY537297)

Not currently active

**Summercroft** (Registration No. EY272103)

**Henham** (Registration No. EY550771)

Cancelled

The clubs are open from 15:00 hours until 18:30 hours weekdays, during term time. We also offer holiday care from 08:00 to 18:00 hours from Summercroft KidsOut.

You can download our latest inspection reports here:

### **Summercroft Inspection Report**

<https://reports.ofsted.gov.uk/provider/16/EY272103>

### **Birchanger Inspection Report**

<https://reports.ofsted.gov.uk/provider/16/EY537294>

You can download our other settings Reports here:

**Saplings Nursery:** <https://reports.ofsted.gov.uk/provider/16/EY347502>

**Saplings (KidsOut) Preschool Farnham:**

<https://reports.ofsted.gov.uk/provider/16/EY537297>

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The Out of School Clubs are based in each of the respective schools. Birchanger operates from the school hall and uses the outdoor space provided by the school grounds; Summercroft operates from a dedicated club building in the school grounds, children have access to the school playground areas and field only.

### **Aims**

At Stortford KidsOut 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 Clubs follow 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, painting, craft, board games, construction, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select or request.

### **What we provide**

The food we provide at the Club 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 where possible, 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. At Birchanger we allow children to decide when they are ready to eat, but request that food be consumed whilst

sitting at the table. At Summercroft, a significantly larger club, the children eat in year group sequence and often food preparation is completed by staff in advance.

*Breakfast served between 7.30 - 8.30pm    Tea: 4.30 - 5.30pm (Under 5's in large settings have tea at 4pm)*

## **Staffing**

The Clubs are managed by Linda Davies who assumes overall responsibility for the way the clubs operate. Each club has a Club Leader or Co-Club Leaders, Early Years Practitioners who work with children under 5, Playworkers who work with over 8's and Playwork Support Workers who also work with children aged over 8. In addition, we are able to call upon other support staff who work with children to practice certain skills. Our aim is 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, and a ratio of 1:10 for children over the age of 8.

Staff also have designated roles (brackets indicate staff location):

**Diane Gould:** Special Education Needs Co-Ordinator (Birchanger)

**Sally Wright:** Child Protection Co-Ordinator, Fire Safety Co-Ordinator (Summercroft)

**Michelle Sandford:** Under 5's Co-ordinator; Health & Safety Co-Ordinator (Summercroft)

**Debra Roach:** Forest School Co-Ordinator (Saplings)

**Cheryl Rae:** Equalities and Inclusion Co-Ordinator (Saplings)

All staff are First Aid Trained.

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 email the club manager (contact details are at the back of this Handbook) or telephone the club direct mobile to arrange an appointment.

## **Organisation**

Stortford KidsOut is run as a private business, employing 12 staff + support staff on a regular basis. We enjoy a close working relationship with each of the schools 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. Newly Registered parents will be given a link via email to the following policies online: Admissions & Fees, Terms & Conditions, Behaviour Management, Complaints and this Club Handbook.

# TERMS AND CONDITIONS

## Admission

We provide care for children between the ages of 4 and 12 years, serving the children of the schools we are set up to operate from.

New places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

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 booking form. (Please refer to our **Terms & Conditions**)

## Payment of fees

The fees vary from club to club. They are available from our website on the dedicated club pages. Fees are payable in advance by cash, bank transfer, card payment via paypal or by phone to 01279 851998 or childcare vouchers. We accept most vouchers and would register for any company not yet subscribed to.

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 and offered to someone on the waiting list. If you are having difficulty paying fees, please email Linda Davies.

## Changes to days and cancelling your place

You must give us ONE COMPLETE CALENDAR MONTH's notice to terminate your place and one month's notice (4.33 days) to reduce attendance. If you need to change the days that your child attends for a one-off reason, please contact Linda or the Club Leader. We try to accommodate one off changes wherever possible, but regularly changing each week is not encouraged for safety reasons and accuracy of the registers.

## 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 your child's 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.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Club Leader know by THURSDAY at the latest. 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 the Club's rules and routines (including meal 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. This is likely to be an older child.

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

## Arrivals and departures

Our staff collect children at key stage 1 from their classrooms and escort them to the Club. Children at Key Stage 2 make their own way to the club from their classroom to the school hall / club room. In the smaller settings, staff continue to meet them from their classroom

A register is taken when children arrive in our care, and you should sign your child out each day when you collect them, or the staff may opt to do so on your behalf.

We expect that your child will normally be collected by you, the parent or a named person on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance and include a password. We will not release your child into the care of a person unknown to us without your authorisation and without the matching password, which you are to generate for that single occasion only.

See our **Arrivals and Departures Policy** for more details. Updated November 2018 with the following:

*It is essential that once you enter the Club to collect your child, that you do not leave the setting without taking your child. Children may refuse to go home, but you may not leave the premises without them once you have entered.*

The club finishes at 6.30pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £2.50 per 15 minutes will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 7pm 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 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. 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 different racial origins, religions, cultures and languages found in our 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, religious, cultural, gender/sex orientation harassment.

### **Special needs**

We make every effort to accommodate and welcome any child with special educational and health 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 educational or health 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 educational or health 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 any behaviours intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work there, 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 him or her to the Club for 48 hours after the

illness has ceased and their appetite has resumed to normal. 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. 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 to 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. The same applies to a complaint of a serious nature given verbally either in person or over the telephone.

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.
- We will survey all parents twice a year. Surveys will be sent via email towards the end of the Autumn Term and again in the first half of the Summer Term.
- New children will also be given the chance to complete a simple survey before they start in the Autumn Term, to enable us to plan and prepare to meet their interests and reflect these interests in the activities provided each week at the club.
- All children will have the chance to complete a simple questionnaire towards the end of each term; this enables us to continue to monitor their satisfaction and plan activities appropriate to their developing needs.

## CONTACT INFORMATION

### SUMMERCROFT PRIMARY SCHOOL

Stortford KidsOut (Summercroft)  
c/o Summercroft Primary School  
Plaw Hatch Close  
Bishops Stortford  
Hertfordshire  
CM23 5BJ

**Club Mobile: 07939463519** (Voicemail available)

**Ofsted Registration No: EY272103**

### OWNER

#### Correspondence Address:

Linda Davies (KOS)  
c/o Saplings Nursery  
Pledgdon Close  
Henham  
Hertfordshire  
CM22 6BJ

Linda's mobile:

07943 209 732

Office (Linda or Cheryl Rae):

01279 851 998

Email Linda:

[lindavies@stortfordkidsout.co.uk](mailto:lindavies@stortfordkidsout.co.uk)

### Club Staff

Club Manager:

Sally Wright (EY)

Co-Club Leader:

Michelle Sandford (EY)

Early Years Practitioners:

Angela Mateo (EYT)

Playworkers:

Chris Bostock

Jordan Clarke

Tom Ward

Andy Watts

Forest School:

Debra Roach (FSL)

Specialist Support:

Tom Hawkins (Sports Coach)



## **BIRCHANGER C OF E PRIMARY SCHOOL**

Stortford KidsOut (Birchanger)  
c/o Birchanger C of E Primary School  
Birchwood  
Birchanger  
Hertfordshire  
CM23 5QL

**Club Mobile: 07496 816411** (Voicemail available)

**Ofsted Registration No: EY537294**

### **OWNER**

#### **Correspondence Address:**

Linda Davies (KOB)  
c/o Saplings Nursery  
Pledgdon Close  
Henham  
Hertfordshire  
CM22 6BJ

Linda's mobile:

07943 209 732

Office (Linda or Cheryl Rae):

01279 851 998

Email Linda:

[lindavies@stortfordkidsout.co.uk](mailto:lindavies@stortfordkidsout.co.uk)

### **Club Staff**

Club Manager (Early Years)

Diane Gould

Co-Club Leader (Over 8's)

Judi Manning

Forest School:

Debra Roach

Support Worker:

Tom Hawkins (Sports Coach)

## HERTFORDSHIRE

### Early Years and Childcare Service

Out of School Club/Playwork  
Herts for Learning  
Robertson House  
Six Hills Way  
Stevenage SG1 2FQ  
Hertfordshire  
Tel: 01438 84431

## ESSEX

<https://www.essex.gov.uk/Education-Schools/Early-Years-Childcare/Pages/Early-years-and-childcare.aspx>

## OFSTED

If you have a Concern:

Email: [CIE@ofsted.gov.uk](mailto:CIE@ofsted.gov.uk)

Telephone: 0300 123 4666

Please contact your local council or call local police on 101 if you're worried about a child who is at risk of being harmed. If the child is in immediate danger, call police on 999

### for General Enquiries

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

[Contact Form: General enquiries](#)

Ofsted helpline is open from 8am to 6pm (Monday to Friday).

If you have difficulties hearing or speaking on the phone, you can use the Next Generation Text Service