

The Mad House Out of School Club

The Mad House

Out of School Club
Garden Village Young People's Centre
Wats Dyke Way
Garden Village
Wrexham
LL11 2TE

Club Supervisor:
Becky MacKenzie
Contact:
07858 709662

Welcome Pack
September 2013

Our Pledge To You

We value our relationship with parents 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 planned activities and any changes within the club.
- 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.
- Ask your permission for special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

Aims

The aims of the club are to provide a high quality accessible out of school service for children, irrespective of abilities, means or circumstances in a safe, stimulating and caring environment, so as to encourage their physical, emotional, social and intellectual development.

Objectives

The objectives of the club are to:

- Provide a wide range of imaginative play opportunities in a creative environment to increase children's play and social activities.
- Give parents peace of mind, knowing that their children are safe and also having fun.
- Enable parents to consider returning to work, training, etc.
- Create the right environment for children to develop confidence and self-esteem.
- Work with parents in a partnership to achieve these objectives.

Management and Staffing

Management

The club is managed and operated by the Club Supervisor of The Mad House Out of School Club. The role of the Club Supervisor is to carry the ultimate responsibility for all aspects and control of the club, including staffing, finances, resources and complaints. The Club Supervisor also manages the day to day organisation of the club, including safety management, organisation of activities, administration and the management and leadership of the play workers.

Play Workers

The play workers role is to assist in all aspects of the day to day organisation of the club, including assisting in the provision of safe and creative play opportunities, to encourage parental involvement and support and to work within the agreed policies.

The Committee

The role of the committee is to ensure the Complaints and Behaviour Management Policies are applied consistently and fairly. They will also assist the club in other matters as necessary.

Admissions

The before and after school club is open to all pupils attending Wats Dyke CP School and the holiday club is open to all children within Wrexham and surrounding areas. Children attending must be of school age (nursery or above) and can continue to attend up until the end of year seven (older children may attend in some circumstances). The club adheres to an Admissions Policy which ensures that all children and parents can access and use our service fairly.

Equal Opportunities Statement

Our club is aware that all children are individuals with varying needs and some children have additional needs that require particular support and assistance. We follow a comprehensive Meeting Individual Needs policy which shows we are committed to taking appropriate action to ensure all children are able to access our service, made to feel welcome and included, and our activities promote their welfare and development. We aim to ensure that no child will receive less favourable treatment on the grounds of colour, race, ethnic or national origin, religious beliefs, disability or the ability to pay in any matter to do with the club. We have an Equal Opportunities Policy which is followed at all times.

Settling in

We operate a Settling In Policy which ensures parents have the all of information required to make a decision on using the club, and both parents and children are made to feel welcome in the club. We strongly advise parents to attend club with their child prior to the first session to gain a sense of familiarity with the club premises, staff and other users. This gives an opportunity for staff to discuss with parents their child's individual preferences, needs and abilities, and give parents a chance to share any other information they feel is necessary. We feel this is important to ensure we can provide the best service possible.

Services Available

The Club offers a Before School Club (held in the school hall), After School Club and a Holiday Club (held in the youth centre); we are open throughout term time, all Teacher Training Days and most school holidays. Please note the club closes for the Christmas Holiday (reopening on the Teacher Training Day before school commences) and the fourth week of the Summer Holidays. After School Club is closed during election days (normally once per year) as the building we hire is used as polling station. In the unlikely event we ever have to close for any other reason (emergency repairs, heavy snowfall, etc) we will try to minimise the disruption as much as we can and will give as much notice as possible. Please be reassured that this rarely happens.

Facilities Available

Within the Youth Centre, we have very good facilities available to us. We have the use of two large halls, the smaller of which is used for eating, craft, games and general play. The separate larger hall is used for ball games and more active play. A quiet area is also available for children to watch TV or read. We have separate toilet and hand washing facilities for girls and boys, and a disabled toilet. When possible, the children are taken outside to play at the back of the Club, this area is surrounded by fencing and completely secure. We have a paved area and a large field area available for the children to play. We have an allotment and pond area which is kept inaccessible to the children at all times, children can only visit these areas in heavily supervised, small groups. The building has full access for wheelchair users. During Holiday Club, children are also escorted to the park at the bottom of the drive, although this is dependent on the amount of children in attendance and the safety of the park on that day.

Routines

Before School Club

Monday to Friday 7.45am – 8.45 am.

Please ensure you come into the hall with your child between 7.45 and 8.45, as they will need to be signed in by a parent or guardian. At 8.45 they are escorted into their cloakrooms by the club staff and are helped with coats, bags and shoes if needed. Please note a breakfast of cereal and toast is available until 8.20am for an extra charge of 20p.

After School Club

Monday to Thursday 3.00pm – 6.00pm Friday 3.00pm – 5.30pm

Children are collected into the main hall in the school by the club staff when school has finished, a daily register is taken and children are escorted to the club by staff. Children are encouraged to wash their hands before a drink and snack is given, drinks are freely available all afternoon. Children are then given the option to take part in the planned activity, or they may engage in free play. Children remaining at 4.30 are given another snack. Children are collected anytime between 3.30 and 6.00 (5.30 on Fridays).

Holiday club

Monday to Thursday 8.00am – 6.00pm Friday 8.00am – 5.30pm

Children are given breakfast at 10.00am, lunchtime is between 12.00 and 1.00 and children are asked to bring a packed lunch with them for this (it is advisable for you to provide ice packs or cool bags). A snack is given at 3.30 and drinks are available all day. Planned activities usually take place during the hours of 10.30 am - 12.00 pm and 1.00 pm – 3.30 pm, although routines are kept flexible to suit the needs of the children. During holiday club all children under the age of 8 are allocated a member of staff who will be their key worker. The role of the key worker is to ensure the child's well being whilst at the club, and to share information with parents.

Activities

The club provides a wide range of activities for children, including: art and crafts, sport, drama, dance, educational games and general play. A wide selection of toys, games and books are also available, as is TV, games console, karaoke and a pool table. Children can choose freely how they wish to spend their time at the club.

Other Information

Personal Belongings

Please ensure that all clothing, shoes and items brought into club are clearly labelled with your child's name. As we use a shared building and have limited cloakroom space, things do tend to get mixed up and we do advise that you check your child has all of their belongings when collecting them. Please do not let your child bring expensive personal items into the club such as mobile phones, game consoles, etc. We will not allow these devices to be used during club and we won't take any responsibility if these items are damaged or lost.

Other items

A packed lunch will be needed for children attending holiday club, we advise parents to also add an ice pack in their lunchbox as we do not have enough space in our fridge to store all lunchboxes safely.

During hot weather, we ask parents to provide a hat and sun cream for their child. This enables us to safely spend time outside during the summer months.

Security

Entrance/exit door of the club must be kept securely locked at all times for the safety and security of children. When collecting your child, please do not allow them to leave the club unaccompanied.

We do not keep or allow animals on the premises and we ask that any dogs brought to club are securely tied up outside the gate. Please understand that we care for children with various allergies and pets can be a trigger for conditions such as Asthma and Eczema

Procedures

Registration

- Parents are required to complete a registration form for each child before they begin attending club. The form should be filled out as completely and accurately as possible, giving details of name, address, age, special requirements (including dietary) and health.
- In addition to this, it is important that parents give emergency contact numbers and a list of named persons who are allowed to collect the child from the club.
- If there is a change to any information given on the registration form, the Club Supervisor should be notified immediately and a registration amendment form must be completed by the parent.
- To keep our information as up to date as possible, we will require all registration forms to be reviewed at the start of each school year.
- All information given is held securely in accordance with our Confidentiality Policy

Booking-in

- The amounts of children we can care for at any one time are different in each service we provide: Before School Club – 40, After School Club – 40 and Holiday Club - 26. Our staffing ratio is 1 to 8 children with two members of staff present at all times.
- **You will not need to book or cancel when using morning club, the booking procedure applies to afternoon sessions only.**
- To ensure your child has a place at the club, you will need to book in advance, telling us of the dates that your child will be attending. If you need to book your child in last minute, please let the supervisor know as soon as you possibly can, your child can only be booked in if there are spare places. **If your child attends club but has not been booked in, we can only take them if we have spaces available, and an additional charge of £3.50 will be added to your bill.**
- If you have booked your child in and know that he/she will be unable to attend, we will require 24 hours notice. Cancellations must be made by 6pm for the following day (i.e cancellations for a Thursday would need to be made by 6pm on Wednesday) and 8am for a Monday. Any cancellations made after 6pm (or 8am Mondays only) will be charged £3.50.

- If your child is booked in but does not attend, a member of staff will try to contact you and all numbers given on your child's form. If, after 15 mins, we cannot get hold of you and do not know where your child is, we will implement the Missing Child Procedure and the police will be contacted. **If you fail to cancel a £10.00 booking charge will be added to your bill.**
- If your child takes part in after school activities such as netball, football, etc, please inform the Club Supervisor. Children are welcome to attend the club after the activity, but will normally be charged from 3pm. For more options regarding this, please speak to the club supervisor.
- All bookings and cancellations **MUST** be made directly by the parent to the club supervisor, even if your child is sent home ill from school. Please note that the school office and morning club staff cannot deal with afternoon bookings/cancellations, please contact me on 07858 709662 between 7.30am – 6.30pm Monday to Friday.
- If you are cancelling by text or email, I will respond to this to let you know I have received your message. If you do not get a response within 30 minutes, please phone the club number, it is the responsibility of the parent to ensure children are cancelled by the times stated. Please take into consideration that texts and emails do not always get through.

It is your responsibility to let your child know if he or she is attending club after school. For safety reasons it is also advisable to also let your child's teacher know in the morning. While we do look for children whose names are on our register but haven't arrived, we are unable to do this until all the children are gathered into the hall. In the event that your child has been booked in but not arrived, we will contact you immediately and if necessary, we will implement our Missing Child Procedure.

Collection

- When collecting your child from the club, you must sign out in the daily register; this helps us to ensure that your child has been collected by a parent or a named person. We will not allow children to leave club alone.
- If a parent is aware that an unnamed person will be collecting their child, they should inform the club supervisor immediately. **Children will not be allowed to leave the club with an unnamed person.**
- In the event of an unnamed person trying to collect a child, the child will not be allowed to leave the club until the supervisor has spoken to the parent/emergency contact and obtained permission.

- When collecting your child, please ensure you take all your child's belongings with you. As we use a shared building, we are not always able to safely store property which has been left behind.
- Children must be collected by closing time of the club. If a parent is late in collecting a child, an additional charge of £9.00 per child, per quarter of an hour (or part of) will be added to their bill to cover staff and building hire costs.
- If you are aware that you may be late in collecting your child, you should contact the club immediately. If you are 30 minutes late and we are unable to contact you or any contact numbers given on the registration form, we will implement the clubs Failure to Collect a Child Procedure.

Payment

I would like to make all parents aware that the club relies solely on fees to cover running expenses such as staffing and building costs. Unfortunately, we are not able to secure outside funding to help with these costs, and so they must be met by the fees paid by you. To keep costs to you as low as possible, the club runs to a very tight budget and therefore it is necessary that all fees are settled by the date shown on the monthly bill slips to ensure that we are able to cover the next months' overheads on time.

- Bills are issued monthly, and **must** be settled by the date given on the bill slip. Parents who fail to do so, without giving the club supervisor prior notice, will incur a £10.00 administration fee. If any future fees are paid after the date shown, we will ask that fees are paid in advance.
- As some people don't use us regularly, bills will sometimes be given directly to children to take home. I will send an email out to parents each month to let you know the bills are out and to expect one.
- If you find that you have difficulty in making the payments by the date shown, or if you have a query with your bill, please ask to speak with the club supervisor as soon as you have received your bill.
- None payment of fees are unacceptable, your child may lose their place at the club, or we will ask that all future fees are paid in advance. Please note that none payment of bills will affect your child care tax credit applications. We will take legal action to recover any outstanding debt, should this happen, you will also be held responsible for any expense incurred by the club in recovering monies owed to us.

The Mad House Out of School Club

- If an organisation is responsible for payment of fees (including voucher schemes) parents are required to complete a confidential form, giving details of this arrangement.
- There is a £10.00 charge for cheques that are returned to us unpaid, please note if this happens more than once we will no longer accept cheques from you, and all future payments must be in cash.
- You may be entitled to help with your child care costs through Tax Credits. We also accept childcare voucher schemes which make payments easier for parents. For more information, please speak to the club supervisor.

The Mad House Out of School Club

Fees

Before School Club

Time	One child	Two children	Three children
7.45 – 8.00 am	£3.00	£ 5.80	£ 7.30
8.00 – 8.15 am	£ 2.70	£ 5.20	£ 6.70
8.15 – 8.30 am	£ 2.40	£ 4.60	£ 6.10
8.30 – 8.45 am	£ 2.10	£ 4.00	£ 5.50

Breakfast is available for a charge of 20p extra

After School Club

Time	One child	Two children	Three children
3.00 - 4.00 pm	£ 3.50	£ 6.80	£ 8.80
4.00 - 4.15 pm	£ 4.00	£ 7.60	£ 10.00
4.15 - 4.30 pm	£ 4.50	£ 8.40	£ 11.20
4.30 - 4.45 pm	£ 5.00	£ 9.20	£ 12.40
4.45 - 5.00 pm	£ 5.50	£ 10.00	£ 13.60
5.00 - 5.15 pm	£ 6.00	£ 10.80	£ 14.80
5.15 - 5.30 pm	£ 6.50	£ 11.60	£ 16.00
5.30 - 5.45 pm	£ 7.00	£ 12.40	£ 17.20
5.45 - 6.00 pm	£7.50	£ 13.20	£ 18.40

Holiday club

Prices per child:

Half day (strictly 8-1 / 1-6 or 12.30- 5.30 Friday)	£ 11.50
5 hours cross over (9-2 /10-3 /11-4 /12-5)	£ 13.00
5 to 6 hours	£ 15.00
Full day (6+ hours)*	£ 18.50

*Any attendance at the holiday club over 6 hours will be classed as a full day.

Penalty Charges

Charge per child:

Failure to book in	£ 3.50
Cancellations made after 6pm (8am for Mondays)	£ 3.50
Failure to cancel	£ 10.00
Late payment (please inform the supervisor immediately if you cannot meet the payment date)	£ 10.00
Cheque returned unpaid (if this happens more than once, we will require all future payments to be made in cash)	£ 10.00
Late collection of child(per every 15 minutes or part of, per child)	£ 9.00

Fees and penalty charges are reviewed every year.

Prices in effect from 2nd September 2013

Accidents

At the Out of School Club immense stress is placed on the supervision and safety of the children at all time, however, inevitably, accidents will occur during time at club. Please rest assured that all our staff have current first aid training and in the event of a minor accident your child would be given every attention needed. For more serious injuries, or if staff are in any doubt, an ambulance will be called for your child if necessary and you would be contacted immediately. There are instances where accidents have occurred in club and we have not been informed, in order to minimise this, please explain to your child that if they should have an accident whilst at the club they should inform a member of staff straight away. All accidents are recorded in the accident book, which parents are required to sign and acknowledge. Staff will contact you after an accident in some cases even if your child appears well, we do this to inform you that an accident has occurred and let you make to decision of collecting your child early.

Illness and Medication

Staff should be aware of any child's special health conditions and appropriate care can then be made available (in consultation with the relevant parent). Please do not send your child to the club if she/he is unwell and please inform us if your child does not attend due to illness. If a child becomes ill and the play workers are concerned, you will be contacted to collect your child. If a child is exposed to an infectious disease, the club will inform the parents/carers as soon as possible. The club would appreciate parents to inform us if their child comes down with an infectious disease, so that the appropriate steps can be taken to notify other club users if it is deemed necessary. We are required to apply exclusion periods for some infectious and contagious illnesses, if you are aware your child may have an infectious illness, please speak to the supervisor for more information.

The club will only administer medicines in accordance with the Medication Policy; parents are requested to complete a Medication Form before any medication is administered giving details of known side effects and storage instructions. The Medication Form will log details of times and dosage that medication was administered in the club. The parent must sign to acknowledge each dose that has been administered when collecting their child. Medicines will not be given unless prescribed by a doctor and will be stored in their original containers, clearly labelled with the child's name and within the expiry date given. Medicines will, at all times, be kept out of the reach of children.

Food and Diet

The club operates a Healthy Eating Policy and we endeavour to ensure children receive nutritious and healthy snacks. We would appreciate it if you did not send your child to club with sweets or fizzy drinks, as we will not allow these to be consumed on the premises. Chewing gum and bubble gum are not allowed into club for obvious health and safety reasons.

Behaviour and Bullying

We are committed to providing a caring, friendly and safe environment for everyone who uses the club. We aim to promote positive behaviour and promptly challenge any behaviour that spoils others enjoyment of the facilities. Behaviour that will not be tolerated: Bullying (verbal or physical) children are encouraged to report incidents of bullying, discriminatory behaviour, physically injuring another child or adult, swearing and insolence, disruptive behaviour and abuse of equipment. Incidents of unacceptable behaviour will be recorded in the Incident Book, and our Behaviour Management Policy may be implemented. The Club Supervisor and, in some cases, the Management Committee will have responsibility for behaviour management issues.

Complaints Procedure

Should you ever feel unhappy with any part of the service we provide, please ask to speak to the Club Supervisor in confidence. We have a complaints procedure which is followed and is for the interest of everyone.

Complaints will be dealt with promptly and fairly and in a confidential manner. You will receive a written response to your complaint within seven working days of making your concern known to the club supervisor.

In the event of any complaint, we require you to first follow our Complaints Procedure. If you feel this Procedure has not worked or are still dissatisfied, please contact the Care and Social Services Inspectorate for Wales:

CSSIW

Sarn Mynach

Llandudno Junction

LL31 9RZ

Tel: 0300 062 5609

Fax: 0300 062 5030

Email: cssiw.north@wales.gsi.gov.uk

Child Protection

The safety and well being of the children in our care is paramount to the club and considered first in any decision made regarding the operation of the club, employment of staff, volunteers and students or any activities planned. The club operates an extensive Child Protection Policy, which is followed at all times.

Child Protection Statement

The welfare of all children is paramount and as a Registered Childminder I have a duty to protect children in my care at all times.

All accidents and incidents are recorded in my accident and incident books, which parents are expected to sign.

Anything that cannot be satisfactorily explained or that gives me cause for concern, I have a duty that I take very seriously and I will not hesitate report the incident to the child protection officer.

I do not approach parents if I suspect any form of sexual abuse. I will seek advice from a CSSIW inspector.

Local Numbers

WCBC Safeguarding & Support Services (8.30 – 5pm Mon-Thur, 8.30 – 4.30 Fri)	01978 292039
Emergency Out of Hours Service	08450 533116
CSSIW Inspector (Children’s Day Care)	0300 062 5609
Emergency Services	999 or 112
Police Non Emergency	101
NW Police	08456 071001
NSPCC	01978 362383 08088 005000

Service Review and Inspections

The Club will conduct a complete review of the service it provides on an annual basis, we rely on feedback from parents and children to ensure we are delivering the best service possible for our users. It would be much appreciated if all parents could complete and return the questionnaires when they are given out at the end of the school year. We would appreciate comments and suggestions from parents all year round and you can tell us what you think by speaking to a member of staff or leaving a comment in the comments book by the notice board. We are subject to inspection every two years by CSSIW, a copy of their most recent Inspection Report, along with our own yearly Service Review Report is displayed by the notice board in club and available for all parents to view.

List of Policies and Procedures

Parents are strongly advised to read all of the clubs policies and procedures and these are available within the club for parents to view anytime. If you wish to have your own copy of the policies and procedures, please ask the club supervisor.

1. Admissions Policy
2. Anti-Bullying Policy
3. Arrival and Collections Policy
4. Behaviour Management Policy
5. Child Protection Policies and Procedures
6. Complaints Procedure
7. Confidentiality Policy
8. Disciplinary Procedure
9. Equal Opportunities Policy
10. Failure to Collect a Child Policy
11. Grievance Procedure
12. Health and Safety Policies
13. Meeting Individual Needs
14. Missing Child Procedure
15. No Smoking Policy
16. Participation Policy
17. Settling In Policy
18. Staffing Policy
19. Volunteer and Student Placement Policy