

the

NEST

out of school club

A fun-loving, safe and caring place for children to:

Play
and have
fun

Be happy

Make
friends

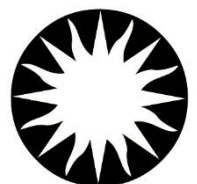
and let their
imagination

run free

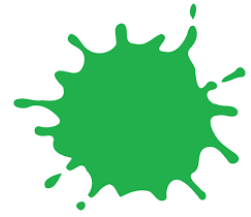


Parents' Handbook

St. Paul's Community Development Trust
Registered in England & Wales No. 1429707. Charity. No. 508943
www.stpaulstrust.org.uk



Introduction



What is Play?

'Children's play is freely chosen, personally directed behaviour, motivated from within; through play the child explores the world and her or his relationship with it; by playing the child learns and develops as an individual'

'The Nest' playcare service is run from the 'Venture' building on Malvern Street and is part of St. Paul's Community Development Trust. The club provides childcare from Monday - Friday during the term time from 3.15 - 6pm and during the school holidays from 8am - 6pm.

The Venture is a purpose built community & play centre. It has a main hall, kitchen, art room and a sensory room; outside play spaces with a climbing frame and slide. A city farm is also on site where the children can see and enjoy the animals and at times get involved with farm activities. Car parking is available.

We can collect children from the following schools:

Clifton Primary, Nelson Mandela, Park Hill, Ark Tindal and St. John & Monica schools.

The staff will collect children from school and escort them safely to the club. The children are given healthy snacks for tea and are then occupied with a variety of play activities which are freely chosen until parents come to collect them.

We are registered with **Ofsted** - our registration No **59100**. At our last **Ofsted Inspection May 2017 we were awarded 'Outstanding'**, if you would like a copy of the report please ask or you can download it from our website or from Ofsted's website.

We can provide full time or part time places at our club or if you only require occasional days that is also possible. The fees structure is not included in this handbook, but will be provided separately for you.

Our telephone number is: 0121 464 1888. We always check our messages so if no one answers the telephone please leave a message.



Registration

You are required to complete a registration form for each child that attends the club. The information is kept confidential. It is an important document, as it will have emergency contact details and important medical information that we may need for your child.

Agreement form for term -time users

We also require parents to complete a 'Financial Agreement'; this is a term-time only contract. We will also ask you to confirm which days you need us to collect your children. You will be charged for all booked days and fees need to be paid in advance.

Holiday Booking Form

If you require childcare during the school holidays you need to complete a separate booking form and pay in advance. Part-time places are acceptable.

Booked places are chargeable unless two weeks' notice is received.

Signing in and out

When your children arrive at our club the staff will complete a signing in sheet that states what time they were collected from school and what time they arrived at the club. **It is also very important that you also sign out when you come to collect your child and record what time you came to collect them.**

Changes in Arrangements

If your child is not to be collected on any particular day, for whatever reason, please inform us, you can leave a message on the phone.

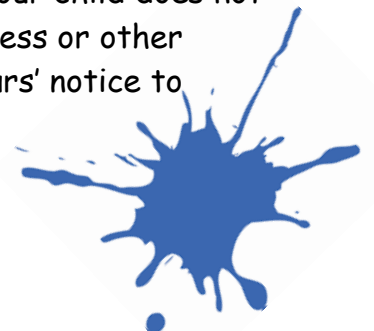
You will be charged for all booked days. If you are part-time and you want to add any days you can if we have places available but we **cannot 'swop'** any days.

If you need to alter your contract, we require 2 weeks' notice and if you are leaving permanently, we also require 2 weeks' notice.

Fees and Finance

Rates

The fees structure is not included in this handbook but will be given to you separately. There are different rates for full time, part time and occasional users. Fees are payable for all days that are booked even if your child does not attend, for example: family holidays taken in term time, sickness or other absences. For occasional users only we require at least 24 hours' notice to cancel a place.



Payments

During the term-time **fees must be paid in advance**. You can pay weekly, monthly or by the term. All payments need to be paid directly into our bank account. You can set up a standing order or arrange online payments. We also accept child care vouchers, please inform us of which scheme you use. If you are claiming from student finance you will need to bring details of your college/university, if we are expected to invoice then we will need your student number and confirmation from the college. If the college or university refuse to pay for childcare or you do not receive funding you will be eligible to pay as the financial contract is with the parents.

Arrears

It is important that you keep up to date with your fees; if you fall into arrears you will receive a letter or email requiring immediate payment or your place at club could be stopped. Please contact the manager if you need to arrange a payment plan to help with arrears.

Late Collection fees

The clubs close at 6pm. In cases of late collection please inform the coordinator as soon as possible. You will be charged additional fees of £5 per child for every 10 minute period after 6pm. Persistent late collections will mean a withdrawal of our service. Two weeks' notice will be given. In the unlikely event of a child not being collected at the end of the day we are required to inform the Multi Agency Safeguarding Hub (MASH) as it is regarded as a safeguarding matter. This will be if we have been unable to contact you or any of your emergency contacts after 45 minutes.

Help with fees

You may be eligible for Child Care Tax Credits, Tax Free childcare or Universal credit. Many employers also use Childcare Voucher schemes. To find out which is best for you this is a useful website:

www.familyandchildcaretrust.org/help-your-childcare-costs

Holiday Child Care Provision

We are open from 8am until 6pm during the school holidays. The children enjoy a variety of activities that they can choose from including special events and trips out all planned around a theme. (Please see sections on 'trips out' and 'activities' for more information.)

Admission to the holiday schemes is not automatic; you will need to secure your place using a separate booking form to ensure a place.



Refreshments

During term time the children are provided with healthy snacks at teatime, usually at 4pm. We aim to provide healthy snacks and encourage the children to eat fruit every day. Drinks are also available all the time. In the holiday periods the children that stay all day are provided with a mid- morning snack as well as something at teatime. If you require a hot meal our nursery can supply one at an additional charge of £2.50, but please book in advance, otherwise children need to bring in a healthy packed lunch. Unfortunately, we cannot provide refrigeration for packed lunches so please do not pack easily perishable items. The Trust has a Healthy Eating Policy; please do not include high fat and sugary snacks or fizzy drinks, thank you.

Allergies & Special Dietary Requirements

Please inform the manager if your child has any allergies or special dietary needs. The staff are trained in dealing with allergies and will complete a form with you to ensure we can prevent any reactions. If your child takes medication or has an EpiPen we will store it for you and ask you to sign a consent form allowing us to administer medications.

Staff, Volunteers, Students and Trainees

The club manager oversees the out of school services. We also have two senior play workers who are qualified to Level 3 and are available to talk to at the end of the day. We also employ other playworkers who can be unqualified, but most are qualified to Level 2 or above. We accept students and trainees on placement and at times volunteers. All workers will have completed a Disclosure and Barring Service (DBS) check and suitable person references. Our staff regularly attend training courses to keep them updated and for continuous professional development.



Activities

The staff plan a variety of activities for the children to enjoy, usually based around a specific theme. The important part about play is that it is freely chosen. Each week there will be a choice of art & craft activities, toys & games, jigsaws & construction toys, storybooks etc. There is a 'home' corner that can be rearranged to suit the children's imaginative play with dressing up clothes and other toys to create their own environments and a 'Mud Kitchen' outside. The staff do cooking activities with the children, sports, play outdoor and indoor games or just leave them to play their own games with their friends.

We have the city farm onsite, children can help the farmer and get involved with growing fruit, flowers and vegetables. At times, we invite visiting artists into the clubs who may do drama workshops, music sessions, art workshops etc.

For children under the age of five staff our playworkers will act as 'key persons' who will ensure your child's needs are met. Staff plan activities that ensure children of all ages are occupied in line with the play principles but also taking into account the needs of the younger children. The 'key persons' will also produce termly 'play profiles' for the reception aged children recording what they have been doing. These will be available to take home at the end of term.

"Play, to be play, must be voluntary, enjoyable and spontaneous; that is people should want to do it, have fun doing it, and be doing it of their own free will, naturally."

Edith Ryan.

Trips out

In term time we occasionally take the children out on trips to local venues. However the majority of trips out occur in the school holidays. We organise all kinds of trips using public transport, mini buses, and coaches or just walking! You have to complete consent forms and pay separately for the trips. Many of our trips are educational, all of them are fun and none are compulsory.

Children's Participation

We aim to involve the children in planning the activities and listening to their views, holding meetings once a term for our 'children's council'. We also consult children about what activities they would like to do in the holiday schemes and give out evaluation questionnaires at the end, which shape future schemes.

Children's Property

The Nest is unable to take responsibility for your children's clothes or personal belongings. Please put your child's name in their clothing and shoes. We ask children to hang up their coats and bags on arrival. We do our best to look after special toys but it's not advisable to bring them to the clubs. We provide aprons for when children do art and cooking activities. When your children come to the holiday schemes please do not dress them in their best clothes, as they may get messy, especially if your child enjoys art, the mud kitchen or loves playing sports.



Lost property



Our lost property contains a large collection of school jumpers, coats, hats, lunch boxes and school bags. Please check your child has everything when you come to collect them. We will hold on to clothing up to the end of term or summer holiday, but eventually we have to take them to recycling centres or charity shops.

Parental Involvement

We like to encourage parents to get involved with our club. You can do this by completing evaluation forms, providing feedback or by joining focus groups to look at policies together when they need reviewing. The Trust also holds lovely open days and events that you are warmly invited to attend.

The Nest Newsletter

A newsletter is produced once a term. Please read it, as it will contain useful dates for your diary as well as any events taking place, parent evenings, closure days and news etc. We shall email them out to parents and have a few paper copies for those who do not access email.

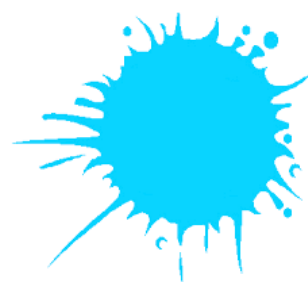
Parents Notice Board

There is a notice board in reception with more detailed copies of our policies and procedures on display as well as the plans for the week, menus and any other important notices.

Comments, Complaints & Suggestions.

It is always good to get feedback to ensure the ongoing quality of our work but if you wish to make a complaint please follow our complaints procedure that is displayed on the parents' notice board. It is hoped that the manager can help you but it may be necessary to take things further. We will ask you to complete a form or we will do it on your behalf so that all complaints can be monitored.

You can also inform Ofsted who will investigate on your behalf. Please write to:
The National Business Unit, Ofsted, Piccadilly Gate, Manchester M1 2WD.
Telephone: 0300 123 1231.



Safeguarding Children & Child Protection

All the staff have training in Safeguarding the Welfare of Children & Young People and follow the procedures in the Trust's Safeguarding Policy. If a member of staff is concerned about the welfare of a child it is their duty to report their concerns to Anita Moore the Designated Safeguarding Lead (DSL) who may be able to help a parent if they agree to an 'Early Help' meeting. If we believe a child is at risk of significant harm, then we will contact the Multi Agency Safeguarding Hub (MASH) and request support. All our staff, students and volunteers are interviewed and have references. Enhanced DBS checks are made before they can start work for us.

If you are concerned about any children in our care or concerned about the conduct of the staff who care for your children please follow the same guidelines and ask to speak to Anita Moore or one of the Trust's other Designated Safeguarding Leads. There is a poster of all those staff on the notice board in reception. You can of course contact Children's Advice and Support Services (CASS) on 0121 303 1888 or Ofsted at any time.

The staff have received training around Early Help which enables support for families to be made in good time if required. We will always talk to you about any concerns we have and your permission is required to refer you or your child to other agencies, examples could include Speech & Language, Women's Aid, Debt Advice etc.

If you are not collecting your child from the club yourself it is essential that we are aware of the person you have sent in your place. Please do not send siblings under the age of 14 to collect your children.

Mobile Phones

The Trust has a Mobile phone Policy which guides staff and services users about when and where you can use your mobile phone. This policy was devised as part of our Safeguarding Procedures. Staff are not permitted to have their own mobiles on them when they are supervising in the club and we ask parents not to use their mobiles whilst in the vicinity of children.

Health & Safety

We have a comprehensive Health & Safety Policy. The staff make regular checks and do risk assessments to ensure the safety of your children. Regular fire drills are carried and most staff members have an up to date Paediatric

First Aid certificate. If your child has an accident in our care an Accident Form will be completed and you will need to see it when you collect your child and be asked to sign it. Staff will also carry out Lockdown drills in the unlikely event of an attack or outside emergency that could be a risk to the children. We use the sensory room as our 'safe' place.

Illness and Medications

If your child is ill, please keep them at home and remember to inform us so that we know that they are not in school. In cases where prescribed medication needs to be administered, e.g. Asthma inhalers, please inform the manager, you will be required to complete a medication form. Staff will complete a form if they have given medication and you will be asked to countersign it. If your child is taken sick in our care we will notify you immediately.

Equal Opportunities

It is our aim to ensure that all the children in our care are treated as individuals with the respect that they deserve. We recognise that each child has different needs and aim to provide an environment where they can feel welcome and happy. The activities we provide will reflect the different cultures and faiths that are part of our society. The toys, books and games will also be selected to ensure equality of opportunity.

Special needs and Inclusion

We are a 'Short Breaks' provider and run an inclusive service; please inform the staff if your child has a disability or an additional need. We will ask you to complete a 'Requirements for Inclusion' document so that staff can be aware of what individual needs your child has and how best to support them. We assign key persons for children but cannot provide one-to-one care unless we have additional funding to do this.

Children's Behaviour

Children want to be able to play happily with their friends at our clubs. We have devised some 'rules' with the children, they were consulted and helped come up with 'consequences' if they do not observe certain things such as, 'no fighting over the activities', or not playing carefully in the sensory room etc. The children are reminded of the club rules and given a warning but then with repeat incidents they are restricted from playing for short periods in line with what the children agreed.



At times children's behaviour can be challenging. If this occurs the staff are trained to deal with situations and resolve them quickly and positively in line with our Managing Behaviour policy. Staff will complete ABC Behaviour Logs for incidents that are of concern or if challenging behaviour has become repetitive but also to monitor how the environment or time of the day can impact on children's behaviour so that we can review our practice. Parents will be shown the log after 3 recordings. For more serious incidents staff will complete an 'incident form'. You will be informed if this happens and can read the account. We try to ensure positive outcomes and inform you if things are getting difficult. Positive behaviour is rewarded in the forms of stickers and praise.

If you think we are unaware of any situations or your child is having difficulties, please talk to the manager.

Bullying

We will not tolerate bullying in any form and will take it very seriously. Please talk to us if this is happening to your child. There are occasions where the children will talk to us if they are experiencing problems at school. We will always talk to you if this happens unless your child doesn't want us to. We will encourage them to talk to you themselves or to telephone 'Childline'. We deal with issues of bullying in line with our Anti-bullying policy which was created with the input from children and parents.

Fundraising and Donations

St. Paul's Trust is a Charity and we regularly run fundraising events. You are always invited to come to these events or even assist with them, if you cannot please help by purchasing raffle tickets or supporting staff with any sponsored activities.

For some events and activities we seek additional funding and grants. For example: residential trips, activities and play opportunities for disabled children or for particular items of equipment. If you want to make a donation to the Trust, please speak to the manager.

If you have any unwanted toys or dressing up clothes etc we will gratefully receive them. As you can imagine our equipment gets a lot of wear and tear!



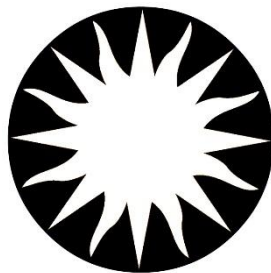
Thank you

Thank you for taking the time to read our handbook. If you require further information about our service or about any other aspect of St. Paul's Trust please don't hesitate to contact us. St. Paul's Community Development Trust is a voluntary organisation. All correspondence for the out of school club comes to the central office.

The postal address is:

The Nest Out of School Club
C/o St. Paul's Community Development Trust,
73 Hertford St.
Balsall Heath.
Birmingham. B12 8NJ

Email: The.nest@stpaulstrust.org.uk



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