**Village Bears**

**School & Holiday Club**

***Proprietors : Clare Williams, Abbie Motherwell***

 ***Rosemary Bloomer***

Contact Numbers: 01384 279156/ 07960618556

**Welcome to Village Bears School Club**

Welcome to our school club based at our day nursery in Wall heath. The prospectus will introduce you to the facility we have available for you and your child/ren. We aim to provide high quality childcare within a friendly and fun atmosphere. We can cater for up to 6 children aged 4 to 11 years old per session. We deliver the Early Years Foundation Stage (EYFS) for children in reception to support children’s learning and development .

**Activities and resources available**

All activities are supervised and children are encouraged to participate in planned and spontaneous play if they wish to. During warm weather we take advantage of the outside play area with full use of our sports equipment, alternatively with parental consent access local park and field. We do ask that parents/carers provide suitable clothing for all weather conditions.

Activities & Experiences that may be provided during sessions:

* Board Games
* Playdough
* Cold Cooking (decorating cakes/biscuits, rice krispie cakes
* Team Games (football, netball, parachute)
* Construction
* Dolls House, Dolls, Prams and Action Figures
* Role Play (dressing up, shop, vets)
* Cars & Garage
* Train Set
* Arts & Crafts (collage, painting, mask making
* Books
* Den Making and much more

Children are encouraged to take turns, be active and use their imaginations through the activities we provide.

**Opening Times**

We are open Monday to Friday term time only. The school club is closed for all bank holidays. You are not charged for these days. We are able to operate inset days/voting days (8am-6pm) if there is a sufficient number of children who require care. Fees charged are at holiday club rate.

Morning session : 7.30am till 8.50pm (staff then take children to school)

Afternoon session : 3.20pm till 6.00pm.

(All children collected from school and taken to nursery site)

If you are unavoidably delayed please notify us as soon as possible as a penalty charge will be incurred if parents are late collecting their child at the end of the day or session.

**School Club Fees**

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| **Session** | **Fee** |
| Morning Session  | £6.00 |
| Afternoon Session  | £10.50 |

To secure your child’s place at school club a non-refundable retainer is required. This amount will be calculated on your child’s weekly attendance and will be deducted from your first week’s payment.

Parents are requested to pay fees at the beginning of each week or month in advance by cash, cheque or direct debit. Please make cheques payable to ‘Village Bears ’. We do not accept cheques under £10.00.

**Village Bears Holiday Club**

We operate a holiday club which is based at our day nursery. We aim to provide high quality childcare within a friendly and fun atmosphere for children aged 4 to 11 years old during school closures.

Our holiday club will provide an itinerary of activities/ trip days planned in advance so parents are able to choose and select sessions they require their children to attend.

**Opening Times & Price Guide**

We open throughout school holidays except Christmas closure, offering the sessions below:

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| **Session** | **Fee** |
| Full Day (8.00am- 6pm) | £25.00 |
| Morning Session (8am-1pm) | £14.50 |
| Afternoon Session (1pm- 6pm) | £14.50 |

**Day Trip costs will be charged accordingly, depending on destinations**.

If you are unavoidably delayed please notify us as soon as possible as a penalty charge will be incurred if parents are late collecting their child at the end of the day or session.

**Booking A Place at Holiday Club**

* To book your child’s place a booking form will need to be completed and returned. Upon completion you will receive a letter of confirmation.
* Although we are willing to accept all bookings we can’t guarantee a place until we have received payment for the sessions. You can pay either by cash, direct debit, childcare vouchers or cheques made payable to Village Bears.
* Unfortunately all payments are non-refundable if you do not attend the session you have booked.

We are able to accommodate extra sessions at both clubs when needed depending on availability. These will be charged at the normal rates above, and can not be swapped. Extra sessions booked and then not attended will be charged at full rate, unless we have been notified at least one week in advance.

In the event that you are late collecting your child at the end of the day or session you will be charged £10.00 for the first 15 minutes, and £5.00 per 15 minutes thereafter.

**The proprietor reserves the right to cancel your child’s place with immediate effect and refuse entry if fees are not paid promptly without acceptable explanation and agreement with the Manager/Proprietors.**

**Application Forms**

All parents/carers are required to complete all forms in their child starter packs and return them to the manager. It is the parents/carers responsibility to make the manager aware of any changes in details given such as contact numbers, address .Parents/carers must also inform staff of any health/medical needs which may arise to ensure individual needs are being met.

**Waiting List**

If any parent wishes to increase their child’s attendance, please inform the manager and every effort will be made to accommodate your needs. If we are unable to accommodate, we will put your child/ren’s name on a waiting list for the next available place. You will be contacted as soon as a place becomes available.

**Food & Drink**

We offer healthy food throughout morning and afternoon sessions.

Available at morning sessions are:

* Selection of Cereals
* Toast (White & Wholemeal offered)
* Yoghurt
* Milk, Juice or water to drink

Available at afternoon sessions:

* Various Sandwiches such as ham, cheese, tuna mayo served on white & wholemeal bread
* Crumpets/Teacakes/Fruit Loaf
* Crackers served with ham and cheese
* Pitta Breads & Wraps filled with ham, cheese, chicken and salad
* Choice of fruit
* Juice or water available to drink

If your child attends our holiday club a packed lunch is required if your child is with us between 12 noon and 1pm (No fizzy drinks/glass bottles please)

All meals are prepared by staff that have an up to date Food Hygiene certificate.

**Access to Information**

Parents have the right to access information concerning their child at any time. All records kept concerning your child are stored confidentially, and are available for a parent to see upon request. All policies and procedures are available to see upon request.

**Our Staff**

Staff are responsible for establishing a caring, stable, warm and creative environment. We believe our staff have an important role in our settings as caring for children is a profession that calls for a lot of patience and understanding but in return gives its own rewards.

All staff are vetted and police checked. Staff hold a current first aid, child protection and basic food hygiene certificate and are encouraged to attend further training courses to maintain their appropriate skill base for the care of children.

Staff aim to establish relationships with the children and with you as the parent to support and extend children’s leaning, play and development.

**Special Needs**

Our Special Educational Needs Co-ordinator ‘SENCO’, at school & holiday club is Clare Williams.

We believe that each child is an individual and should have the opportunity to develop to their full potential alongside other children in an educational environment. All children including those with special needs will be admitted to school club after a brief discussion with both staff and parents to identify any areas that might need to be addressed before admission takes place. We work alongside local agencies for help and support to meet the child’s specific needs and staff will attend training if required.

**Security**

All visitors will not be granted access to the buildings until identification has been verified. Children will not be permitted to leave settings with anyone other than the parents and named authorised collectors on their registration form. Prior notification must be given by parents of the authorised collector, along with password and description. Please refer to our security policy.

All doors are locked from inside the hall so that children are secure at all times. At school club an alarm is in place to alert the staff when door is opened. Children have access to the toilets, and main hall.

**Accident Procedure**

If your child has an accident at school club, you will be informed on collection and details will be recorded on an accident sheet that parents are asked to sign. In the unlikely event that your child has a more serious accident every effort will be made to contact the parents. Parents are asked to complete a medical treatment consent form on admission, to enable staff to take appropriate action in an emergency.

**Existing Injuries**

Parents are asked to inform staff of any injuries that have been sustained outside of our care and are required to complete an existing injury form. This enables us to fulfill our role as good childcare providers as a child’s welfare is paramount to us.

**Health and Safety**

Health and Safety of the children is of paramount importance to us. All staff follow our Health and Safety policy, which is regularly updated. We aim to maintain these standards in the following ways;

**Outdoor Play.**

* Children will have the opportunity to play outside in the fresh air all year round.
* Regular safety checks will be carried out on all play equipment.
* Regular checks will be carried out on the security surrounding the outdoor play area.
* We encourage all children to wear sun cream and hats on hot days, if supplied by parents.

 **Indoor Play**

* All rooms are kept light and well ventilated.
* Risk assessments are carried out on a regular basis to ensure safety standards are being met.
* Regular fire drills are carried out and fire equipment is checked yearly.
* Electrical checks are completed yearly.
* Cleaning routines are in place, to maintain high levels of cleanliness.
* All toys and equipment are checked on a regular basis.

**Sickness**

If your child becomes ill whilst in our care you will be informed by a senior member of staff, who may request that you collect your child if we feel it is necessary. Please notify the setting if your child will not be attending due to illness. Sick days are charged at full rate.

**Children will not be able to attend the setting with any contagious illness.** Please notify us if your child has an infectious illness so that we can notify other parents.

If your child is on prescribed medication but well enough to attend, we are able to give prescribed medication to your child with prior consent. If your child becomes ill whilst in our care all efforts will be made to contact you, this is why it is important for all emergency contact numbers to be kept up to date. This is the parent’s responsibility.

**Behaviour**

We recognise the need to set out reasonable and appropriate limits to help manage the behaviour of children in our care. We actively encourage children to show respect and consideration towards each other, the staff and equipment. Children’s positive behaviour will be rewarded with praise and encouragement.

We endorse positive relationships and a stimulating learning environment as effective practice for encouraging positive behaviour and relationships for children within our setting.**Policy On**

**Complaints**

It is clearly of paramount importance that the setting should run smoothly and that parents/carers and staff work together in a spirit of cooperation in the children’s best interests and we welcome suggestions on how we can improve our practice.

In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

* If a parent raises a concern about the setting, staff, or surrounds, they should firstly talk to setting manager about their worries/anxieties. If this does not have a satisfactory outcome within a couple of weeks, or if the problem reoccurs, the parent should put the concern or complaint into writing.
* A complaint log (located in the entrance) must be completed. This will state the nature and details of the complaint, and the parent/carer signature. Manager will acknowledge receipt of the letter within 7 days. Manager should inform and arrange a meeting with a proprietor to investigate the matter.
* The manager/ a proprietor will respond / investigate any complaint within 28 days, and inform parents of the outcome in writing, including details of any recommended changes to be made to setting practice or policies as a result of the complaint. A copy of the complaint log will be available to the parents/carer for review on request.
* After a complaint has been resolved the manager of setting will record how it was dealt with and provide details of actions taken and outcome on the complaint log.
* Complaints will be recorded and dated and kept in the Complaints folder, in a locked cabinet in the office. Complaint logs are kept on record for a minimum of 3 years and will be seen by Ofsted on their next inspection.
* It is clearly understood that parents have the right to phone Ofsted after talking to the staff if they feel that they have not received a satisfactory response to their complaint.
* We would ask parents/carers and staff not to voice any concerns or complaints about settings on social media, as you may be held to account for comments you make.

Complaints by a member of staff will be dealt with by the manager/a proprietor immediately. This also will be recorded and responded to within 28 days.

 Advice can be sought from:

 The National Business Unit **Ofsted Helpline**

 Ofsted **0300 123 1231**

 Piccadilly Street

 Store Street **Ofsted (Concerns & Complaints)**

 Manchester **0300 123 4666**

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