



# **Club Handbook**

## **January 2018**

## **ABOUT THE CLUB**

Mighty Oaks Adventure Club ("Mighty Oaks") is part of Pucklechurch CE VC Primary School, registered with Ofsted (registration number 109171 and is based in one of the Acorn buildings on the school site. The club has use of the grounds, including the forest skills area. The club is open from 3.10pm until 6.00pm Monday to Friday, during term time. We will not be open on bank holidays and INSET days.

The school's last inspection report is available to view on the school website [www.pucklechurchprimary.org.uk](http://www.pucklechurchprimary.org.uk)

### **Aims**

At Mighty Oaks we aim to provide a safe and secure environment, offering a range of activities to encourage children to be outdoors, to take risks in a controlled environment and provide a range choices to reflect the interests of the children in our care.

### **What we offer**

Mighty Oaks offers a fantastic and unique opportunity for children. We are an after-school adventure club, where children have the freedom to choose activities and resources within the outdoor environment. We welcome children to bring their ideas and experiences forward to share.

We follow the principles of forest school, encouraging children to be risk takers and explore the outside environment. We provide an opportunity for your children to learn skills for life in a controlled environment, some of our activities involve:

- Den building
- Cooking on an open fire
- Forest school sessions
- Learning to use a range of tools
- Creating and making from natural materials
- Outdoor games
- Nature hunts/walks
- Arts and craft activities

These activities will take place on different days so that all children attending Mighty Oaks have the opportunity to experience them.

Please note that we have access to the Mighty Oaks building (formerly the Acorn Building) at all times and this will be used during our sessions.

## **What we provide**

The food we provide at Mighty Oaks is not intended as a substitute for a main evening meal. We provide healthy snacks, including wholemeal toast and butter, 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 encourage children to pick their own fruit and vegetables from our adventure club garden when available. We follow statutory guidelines and all our staff are trained in food hygiene. Fresh drinking water is available at all times. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

We ensure the safety and welfare of children at all times and that all children are aware of the hygiene safety rules with in the setting. Due to the adventure club using the outdoor environment, we ensure hand sanitiser is available at all times and regular hand washing will be adhered to.

We are happy for you to provide your child with a snack of your choice, as long as this is in line with our **Healthy Eating Policy**.

## **Staffing**

Mighty Oaks is staffed by a club leader Becky Hieron, club supervisor Debbie Woods and three assistants – Hollie Jerreat, Theresa Lear and Angela Kenway. We aim to provide a smooth transition between school and club. Current staffing arrangements are as follows:

Monday – Debbie Woods, Hollie Jerreat

Tuesday – Becky Hieron, Theresa Lear

Wednesday – Becky Hieron, Hollie Jerreat

Thursday – Becky Hieron, Angela Kenway

Friday – Hollie Jerreat, Angela Kenway

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We have two members of staff present at each session and maintain a minimum staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children 8 and over.

Becky Hieron, club leader, is supported by other members of the school staff including Sarah Mackrill, School Business Manager and Health & Safety Co-ordinator, Ross Orton, Inclusion Leader, Rebecca Smith, ParentLink worker and the office team.

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'd prefer to arrange a more convenient time for a meeting please contact the school office (contact details are at the back of this Handbook).

## **Organisation**

Mighty Oaks is provided by Pucklechurch Primary School and as such is under the overall direction and supervision of the Head teacher and Board of Governors. The School Business Manager oversees the day to day running of the club and the office team can be contacted during normal school hours (8.40am to 3.30pm).

## **Policies and procedures**

Mighty Oaks complies with the school's policies and procedures, many of which are available to view on the school website. Key points of the main policies are included in this Handbook. Copies of the full policies are kept in the Mighty Oaks building and are available for parents to consult.

# Terms and Conditions

## Admission

Our Club is open to all children attending the school. Reception children are eligible to attend once they are attending a full school day, normally the fourth week in September.

Admission to the club is organised by the School Office. We require a completed set of registration forms for your child before they can attend the club and payment of the registration fee on ParentPay. 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 a new registration form is completed and payment made via ParentPay (£5 per child, £10 for two or more).

## Payment of fees, childcare vouchers and booking on ParentPay

The current fees are £9.50 per session per child. Sibling fees are £6.50 per session. Fees are payable in advance on ParentPay by debit or credit card.

We currently accept childcare vouchers from the following providers:

- Edenred
- Sodexo
- Co-operative Flexible Benefits
- Computershare
- Fair care

If you would like us to register for vouchers with another provider, please let the office know. If you will be paying by childcare voucher please complete a voucher request form and hand in to the office. Your ParentPay account will be credited on receipt of voucher payments, enabling you to book sessions.

Please note that club bookings must be paid for in advance, in order to secure your child's place. If a booking has not been paid for before the booking deadline, then ParentPay will automatically cancel the booking and your child's name will not appear on the register.

If you are intending to cancel a booking, please do so on the system before the deadline. Cancellations after the deadline will not be reimbursed unless there is a good reason, for example if your child is unwell.

## Absence reporting

Please remember that we need to know if your child will not be attending Mighty Oaks for any reason. You can do this by cancelling the booking on ParentPay, up to midnight the previous day or by notifying the school office on the day of absence. If your child is registered to attend a session and doesn't attend, we will have to treat them as a 'missing child' unless you have notified us of their absence.

In cases of illness or emergency when notice cannot be given, please call the office 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 Mighty Oaks 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 Club's rules and routines (including snack times, collection, children's meetings), and introducing your child to the staff and other children.

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

## Arrivals and departures

Our staff collect children from the school hall at 3.10pm and escort them to the Club. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation or to anyone we suspect of being 16 years or younger

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you know that you will be delayed for any reason please telephone the school office before 3.30pm or the **club mobile phone 07746 590902** to let us know. A late payment fee of £5.00 per 15 minutes will be charged if you collect your child after 6pm.

If your child remains uncollected after 6.30pm 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 may contact the Social Care team.

We reserve the right to exclude your child from the club if late collection is persistent.

## **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 school 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.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

## **Forced Closures**

If Mighty Oaks is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, parents/carers will be able to carry forward fees paid for the period of closure.

## **Photography**

Mighty Oaks staff may occasionally take photographs and videos which can be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, please ensure your child's details are up to date on the registration form.

## **Liability**

Mighty Oaks does not accept liability for personal injury or fatality of any participants unless directly caused by the proven negligence of the school or its employees

Mighty Oaks take no responsibility for any items that are lost/stolen or damaged at the club.

## **Lost Property**

Mighty Oaks will endeavour to return items that can be identified, so please ensure that all clothing and belongings are clearly labelled. Lost property will be distributed to local charities at the end of each term.

## **Clothing**

Please ensure your child brings appropriate clothing for all weather conditions including sturdy shoes or wellies and waterproofs.



# 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 the ethos 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.

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. 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 club leader 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 the Club Leader, or any other member of staff.

Verbal complaints will be brought to other staff's attention 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.

If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please contact the School Business Manager, Headteacher or the Chair of Governors.

## Tax Free Childcare

We are registered for the Governments Tax free Childcare Scheme. Under this scheme, parents can open a new childcare account. For every £8 a parent pays into their childcare account, the government will pay in an extra £2. Parents can get up to £2000 government support per child per year towards their childcare costs. They can then use this money to pay their childcare provider. To find out if you are eligible go to: <https://childcarechoices.gov.uk>

## PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality after school care for your children. We will:

- Keep you informed of opening times, fees and charges, programmes of activities 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 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.

## YOUR PLEDGE TO US

We ask you to:

- Inform us of your child's allergies, food intolerances or medication requirements in advance
- Be available if we need to communicate anything about your child
- Complete any relevant forms where necessary. for example trip permission slips
- Ensure your child has suitable clothing for the session
- Feedback to us any concerns so we can rectify them quickly
- Collect your child on time
- Book and pay for your child's sessions in good time on ParentPay
- Keep us informed of voucher payments so that we can credit your ParentPay account

## CONTACT INFORMATION

Mighty Oaks Adventure Club  
Pucklechurch CE VC Primary School  
Castle Road  
Pucklechurch  
Bristol  
BS16 9RF

Tel 0117 937 2579

**Club mobile number: 07746 590902** (Please leave a voice message if there is no reply.)

**Ofsted Registration No: 109171**

### Club Staff

Leader:	Becky Hieron
Supervisor:	Debbie Woods
Assistants:	Hollie Jerreat
	Angela Kenway
	Theresa Lear

### Ofsted

Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 123 1231