



Oswald Road Childcare Club C.I.C

**Owl Club  
And  
Early Birds  
Parent/Carer Handbook  
2020-2021**

Oswald Road School, Oswald Road, Chorlton-Cum-Hardy, Manchester M21 9PL



## About the Club

Oswald Road Childcare Club C.I.C is a not for profit community interest company registered at Companies House (Registration No: 9560968). Which comprises of before and after school clubs called **Early Birds**, **Owl Club** and **Little Owls**.

Ofsted regulates the Club and it complies with legislation and standards applicable to out of school care. (Ofsted Registration Number 501632). The Club is open from 7:45am until school starts for Early Birds and from 3:30pm until 5:45pm for Owl Club/Little Owls.

You can download our latest Ofsted inspection here:

<https://reports.ofsted.gov.uk/provider/16/EY501632>

Owl Club is run as an independent organisation, based in Oswald Road Primary School, but the school recognises the importance of our wrap-a-round services and fully supports the Club with accommodation and other shared services in order to ensure continuity of care for your children.

## Owl Club Management

The club is overseen by three company Directors whom are liable for the management of the Club.

During the course of the year Directors have a managerial and support role in:

- Legal compliance
- Staff/HR management
- School Liaison
- Club strategic development
- Financial management

Owl Club Directors and how to contact them can be found on our school notice board and the back of this document.

Parents and staff are encouraged to take an active role in running of the Club.

## Our Aim

The aim of the Club is to provide a safe/secure, friendly, relaxing, free play learning environment for children. Children are supervised and observed by experienced and qualified staff. Staff provide a wide range of activities, including creative arts and crafts, sewing, outdoor play, sports and games to reflect the interests of the children in our care.

## What we offer

Our Club links in with the Early Years and Foundation Stage and follows the Play Work Principles, so 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, crafts, board games, construction, physical play, reading and drawing. In addition, other resources are available for the children upon request.



### What food we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide a healthy light snack of sandwiches and one of the following each day bread sticks /scones /brioche /crackers and unlimited fruit/vegetables, juice and water. Early Birds provide a breakfast of toast, fruit, yogurts and one of the following each day crackers, pancakes, breadsticks and juice/water. We promote independence, by encouraging the children to choose their own snacks, pour their own drinks and to clear away after themselves. We are a nut and dairy free setting and try to meet individual dietary requirements and parental preferences wherever possible. Our menu has been reviewed by a qualified nutritionist.

We will also have occasional parties throughout the year, when a wider range of snacks and treats such as cakes and other goodies will be provided.

### Staff

Our staff have significant experience of working with children and we encourage and promotes staff development through on-going learning and development. Our Management team and EYFS staff are qualified to NVQ Level 3 in Play Work and some other staff are also qualified at NVQ Level 2 and 3 in Play Work. Directors and all staff employed by the Club hold current Enhanced Disclosure & Barring Service Certificates and we only allow staff to start work once the DBS certificate has been seen by the manager. We have all staff pictures on our Club notice board in the school.

#### Staffing Structure

**Lead Director**

Mark Nesbitt

**HR Director**

Jenny Kennedy

**Finance Director**

Richard Norreys

**Manager**

Sam Dawson

**Deputy Manager**

Adam Hough

**Deputy Manager Little Owls**

Razia Dastageer

**Early Birds Play Leader**

Donna Jonas

**Little Owls Play Leader**

Tayyaba Safdar

**Play Workers**

**Play Workers**

Adam Hough is also our Special Educational Needs Co-Ordinator (SENCO). All staff are Paediatric first aid trained and have carried out safeguarding training. We have five Child Protection Officers (CPO) Mark Nesbitt, Sam Dawson, Razia Dastageer, Donna Jonas and Adam Hough to ensure a CPO is available during all sessions of the club.

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 contact the manager (contact details are at the back of this Handbook).

### Policies and Procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in the Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.



## TERMS AND CONDITIONS

**Admission** - See our **Admissions and Fees Policy** for more details.

Owl Club aims to be accessible to children and families who attend Oswald Road School.

If you wish to register your child in Early Birds, Little Owls or Owl Club, please contact the Manager.

The Manager will inform you of our availability at the time. You will be given a Child Registration Form and Contract to complete.

Place allocation and the waiting list is operated on the following basis:

- Current children moving up a year, guaranteeing the days they already have – additional days will be added to the waiting list in date order the forms are returned
- New children of siblings will have priority for the same days as a sibling already attending
- Children on the waiting list from the previous year will be contacted and offered places
- New children first come-first served

We require a completed signed registration form and parent contract for your child before they can attend the Club. It is essential that the Club have up to date contact details for parents, as well as another adult for emergency contact. Information relating to special dietary needs, allergies, any other medical conditions, SEND and if you have any other specific requirements for your child/ren, please let the Manager/Play Leader know. This information will be treated as confidential and will be stored appropriately.

Any Early Years and Foundation Stage children aged 3 to 5 years old you wish to book into Little Owls or Early Birds requires a full induction with a copy of the full (detailed) Birth Certificate and proof of address shown to the Manager or Little Owls Play Leader prior to your start date.

Re-enrolment for the following September is required and new registration forms are normally distributed around April/May. We cannot keep a place for your child unless you complete a new registration form, a deadline for the form to be returned will be given to current users. You will be informed by email that your place(s) has been allocated and confirmed in the Club and your child/ren's details will be added to our electronic database and attendance register. This database also includes a photograph of your child.

### Fees

Owl Club prices per session are:

Early Birds	£4.32	per child
Owl Club	£8.64	1 child
	£16.20	2 children
	£23.76	3 children
	£31.32	4 children

Parents/carers will receive a written bill from the Owl Club Manager after their child's place has been confirmed. The bill will indicate the days the child is booked in for, how many sessions you are charged for and then will be dividedly equally by 11 months September to July (July being the last payment for the year) or from the month the child starts attending the Club. Parents/Carers are required to sign to acknowledge receipt of their invoice. Fees are payable in advance by standing



order, banks transfer or childcare vouchers on the first working day of each month.

Please use your bill advice slip to set up your monthly standing order in **your child's name**.

We have a credit/debit card machine for adhoc payments.

Please note: **Staff cannot accept cash payments.**

We accept vouchers from the following schemes:

**All Save / Sodexo Acc No. 803528**

**Care – 4 – Acc No. 00392277**

**Childcare Plus**

**Computershare Vouchers Acc No. 0007975652**

**Co-Operative Flexible Benefits Acc No. 85106394**

**Early Years Vouchers – Enjoy Benefits Acc No: B018106**

**Edenred – Acc No P20468125**

**Employers for Childcare Benefits**

**Early Years Vouchers – Enjoy Benefits Acc no: B018106**

**Fair Care**

**Fideliti**

**Kiddivouchers**

**PES – Childcare**

**Rascals**

**RG Childcare (Reward Gateway)**

**Tax Free Childcare – Owl Club**

When registering with voucher companies please use our **Ofsted number 501632**. If your employer uses a different Childcare Voucher Provider, and you want to use them to pay for your Owl Club fees, then please contact the Owl Club Manager and we will try to register with them.

We operate a month in advance payment system and it is important for the smooth running of the club that your payment is received on time at the start of each month. You will be informed about overdue bills by the Owl Club Manager. 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, school holidays and professional training/Inset days.

Parents who repeatedly fail to pay fees at the start of each month or accrue arrears of more than one month may result in your child's place being withdrawn. You will be formally notified and **given 7 days** notice to clear your account. Should the account not be in balance or you have been reminded 3 times about your payments, Owl Club has the right to withdraw your child's place. If you are having difficulty paying fees, please speak in confidence to the Owl Club Manager.

All outstanding balances must be cleared to guarantee places at the start of the new school year in the September.

### **Cancellation of places and changes to days**

Parents/carers are required to give two weeks cancellation notice to the Owl Club Manager whether it is a cancellation for the child's place completely or to cancel or change a certain day. The Owl Club Manager will then give you a date of the last session your child can attend and will recalculate your bill. The notice must be in term time, and not over a holiday period. You may continue to be charged for this period, if your notice is not received appropriately. Parents and carers will be charged for the



two weeks cancellation notice whether the child attended the Club or not. It is not possible to change days on a one off or adhoc basis.

If child/ren do not attend the club for 3 weeks without parents or carers informing us, then the child/ren's place will be cancelled.

### **Adhoc Sessions**

We do offer adhoc sessions for children but parents/carers do need to book in advance through the Owl Club Manager to ensure a place can be offered for the session. If adhoc sessions start to become regular parents/carers need to apply for a permanent place for the child. We do not allow children's set day places to be swapped. If you need to cancel an adhoc session, we require 48 hours notice or you will still be charged for the session.

### **Attendance and Absences**

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed school, you still need to notify the Club 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 Owl Club Manager know in advance. In cases of illness or emergency when notice cannot be given, please call or send a message via text or email as soon as you can.

### **Induction**

We will invite you and your child (especially the EYFS children) to visit the Club before your child's first day for an induction, to familiarise yourselves with the setting and to help your child settle in.

The induction will include running through Club's rules and routines (including meeting staff/keyworkers, snacks provided, collection, signing in and out, shown around the premises, finding out about your child and getting to know them).

Please can parents/carers bring proof of address and your child's full birth certificate to your induction.

All children under 5 years of age are assigned a Key Worker, who will carry out individual observations and support their key children in accordance with the Early Years and Foundation Stage Requirements for children's development.

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

**Early Birds** - The entrance to Early Birds is via the black gates on Nicolas Road and into the school side door next to the hall. Upon the dropping off at the club, all children must be **signed in** by a parent/carer and then the child(ren) then become the responsibility of Owl Club staff. The children will be escorted into school classrooms by a member of staff when school starts.

**Owl Club and Little Owls** - Allocated staff members will collect our Year 1 and our Early Years and Foundation Stage children (Little Owls) from their classrooms and escort them to the Club. Children in year 1 will only be collected for the first few months of the academic year to get them used to the club routines. A register is taken by a member of staff when the children arrive in our care, and



parents/carers must **sign out** your child/ren each day before leaving with the child. On the signing-out of the child(ren) from Owl Club they are no longer the responsibility of Owl Club staff. Entrance to our after school club is through the main school reception and into the hall.

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, even if the adult is known to the child. The child must still be **signed out** of the Club by the person collecting them. We will not release your child into the care of a person unknown to us without your authorisation.

Parents are requested to inform the Club of any potential custody battles or family concerns as soon as they arise, so the Club is able to support the child/ren. The Club will not take sides in relation to any custody battle and will remain neutral for the child. Parents are requested to issue the Club with a copy of court orders and legal documents should they be in place. If an absent parent arrives to collect their child, the Club will not restrict access **unless** a court order is in place and we have a copy of it. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If you would like your child (Year 5 and 6 Children) to walk home by themselves, you need to give written permission. Children with permission will be required to sign themselves out. We encourage the child to begin the journey home while there is adequate daylight.

**The Club is not responsible for children after they have been signed out of the Club.**

### **Late Collections**

**The Club finishes at 5.45pm**, if you are delayed for any reason please contact the Club to let us know. Owl Club operates a late fee policy, if a child is collected late on three occasions in any one school term, the parent/carer will be formally issued with a late fee of **£25**. Parents/carers will be issued with an instant **£25** late fee if they are 30 minutes late or over. Failure to pay a late charge may result in the withdrawal of the child's place. If your child remains uncollected over 30 minutes after the Club closes and you have not informed 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 Social Care Team and the Police if necessary.

### **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 /Child Protection Policy**.

### **Equal opportunities**

Owl Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect and promote 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.

This applies to all persons involved in the Club including parents, staff and children. We will take all reasonable steps to abide by the Equality Act 2012 and will promote equality of opportunity within the Club and its activities with regard to age, disability, gender, ethnic origin, religious beliefs and sexual orientation.

All aspects of play and provision will reflect a wide range of cultures and will be conducted in an inclusive manner. Festivals relating to various religions and cultures will be acknowledged and celebrated where possible. All children will have equal access to activities.

## **SEND**

We make every effort to accommodate and welcome any child with special educational needs. The club will work in liaison with parents or carers, school staff 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 but we cannot offer full session one to one support. 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 needs and we have a Special Educational Needs Co-ordinator. For more details on equal opportunities and special needs, see our **Inclusion and Equal Opportunities Policy** and **SEND 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.

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 needs. We will try to be flexible in order to accommodate such cases. See our **Behaviour Management Policy** for more details.

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. However, such a step will only be taken after discussion of the situation with a child's parent or carer who will be formally notified of any proposals. Parents will have an opportunity to appeal any decision. See our **Suspensions and Exclusions Policy** for full details.

**Owl Club reserves the right to withdraw places, on a temporary or permanent basis.**





## **Yellow and Red Card System (daily behaviour management system)**

### **Verbal Warning**

If a child is misbehaving a member of staff will issue a verbal warning. This will be the first of 3 warnings. The verbal warning will be an indication that the child has done something wrong and that they can reflect on the situation without a consequence that would have been decided by the member of staff that had spoken to the child. A radio message will be radioed through to the other staff to let them know that the child has had a verbal warning.

### **Yellow Card**

If the child has ignored the verbal warning and keeps misbehaving the member of staff will issue a yellow card warning which comes with a consequence decided by that member of staff (e.g. ban from a piece of equipment for that session and the next session). This will also be radioed through to the other members of staff outside to inform them from any incidents happening in their zones. Management will record the warning issued and the consequence.

### **Red Card**

If a child has been issued a third warning on the same day this will lead to a red card and a consequence. The red card can also be issued without the other two warnings for more serious incidents. The red card will be recorded, and parents or carers will be informed by a member of management. Three red cards in a term / half term will lead to a written warning following our suspensions and exclusions policy.

## **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 bar anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

## **Illness**

If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected. Poorly children will be comforted, kept safe and under close supervision until they are collected. We cannot accept children who are unwell and ask parents/carers to inform the Owl Club Manager of any infectious illness your child contracts. If your child has 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 Paediatric 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 or sooner if necessary and will be asked to sign the first aid form. For full details see our **Illness and Accidents Policy**.

## **Medication**

Please let the Owl Club Manager know if your child is taking any prescribed medication. If your child



needs to take medication whilst at the Club you will need to approve this permission on your Club contract form in advance. Staff will always contact you before administering any medication (excluding inhalers and EpiPen in an emergency) to a child to ensure there has been no change with the child regarding allergies/health. The Club has first aid trained staff, who have also been trained to use the EpiPen (for allergic reactions). Two members of staff will always be present when administering medication so one can witness what medication and the amount given.

Staff will complete an Administering Medication Form which will record what, when and the amount of medication that has been administered. This form is countersigned by parent upon collection of the child and the parent will receive a slip to take with them.

If a child suffers from allergies or a long-term medical condition the Club asks parents to provide medication and a care plan, to clarify exactly what the symptoms and treatment procedures are so that the club has a clear statement of the child's medical requirements. A box will be created for each child's medication with a name label on the front, including their care plan and an Administering Medication Form. When medication is due to expire, we will inform parents and carers that a new one is needed for the child's box, we will return expired medication back to the parents/carers. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and dosage. All medications are kept safe in a lockable cabinet.

See our **Administering Medication Policy** for more details.

### **Comments, Compliments and Complaints**

The Club is committed to providing high quality childcare to the children attending and communication, written or spoken, is valued as part of the partnership between parents and the Club. Co-operation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in Owl Club.

The Club recognises, however, that there will inevitably be instances where parents may feel they wish to comment about our service. It is the policy of the Club to address all comments and complaints in a fair, timely and professional manner. Comments and compliments are always welcome.

Our Complaints Policy sets out clear procedures to be followed in the event of a complaint and gives a structured opportunity for all concerned to express and resolve issues at an early stage.

**Informal** - Most complaints are easily resolved informally by discussion with the relevant Play Leader; more difficult or complex concerns may take more than one discussion. If the complaint is not resolved at this stage, move to Formal process.

**Formal Stage One** - Complainant makes complaint to Owl Club Manager in writing. The Owl Club Manager will carry out an investigation and respond to the complainant. If the complaint is not resolved at this level, the complainant will be given the option to move to Stage Two.

**Formal Stage Two** - The complainant makes a complaint to the Lead Director in writing. The Lead Director will carry out an investigation and respond to the complainant.



A full copy of our **Complaints Policy** is available upon request.

## **Health and Safety**

The Owl Club views the health & safety of its staff, children, parents, volunteers and visitors of paramount importance.

The Club aims to:

- Provide a safe environment in line with all relevant legislation
- Provide premises which are smoke free. Smoking is not permitted throughout the building or the surrounding areas. Staff and volunteers are not permitted to smoke at any time whilst in contact with the children
- Staff: Children ratios are adhered to in line with legal requirements
- Provide equipment and toys which are clean and well maintained
- Undertake risk assessments of Club premises, equipment and activities
- Nominate a staff member to have responsibility for undertaking daily health & safety checks.
- Ensure the staff are aware of their responsibilities under relevant Health & Safety legislation
- Ensure all policies are adhered to.
- Ensure all food (including baking activities) is prepared within basic food hygiene guidelines
- Encourage children to learn about healthy lifestyles through play activities
- Ensure children are appropriately supervised, but not over protected
- Provide regular access to fresh air and energetic physical play
- Ensure all staff hold a current up to date, first aid certificate.

## **Fire Drill**

Fire drills are organised in conjunction with the care taker of Oswald Road Primary School. Drills should take place at least 3 times per year and details of drills are recorded.

## **Privacy Notice**

At Owl Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a service or supplier (e.g. Tuf\*C Sport coaches) to run activities at the club to ensure we are compliant with health and safety
- have obtained your prior permission.



We hold a database of child and parent/carer information on a third-party system to enable us to provide the best possible service to your customers.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

### **Our pledge to parents**

We value our relationship with parents/carer 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.
- Share and discuss your child's achievements, experiences, progress and friendships.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.
- Keep you informed of opening times, fees, charges, programmes of activities, menus, and procedures.
- Post information and pictures on our Facebook Page and Website
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Be available to discuss decisions about the running of the Club.



**CONTACT INFORMATION**

**Oswald Road Child Care Club CIC (Owl Club)**  
C/O Oswald Road School,  
Oswald Road,  
Chorlton-Cum-Hardy,  
Manchester  
M21 9PL

**Owl Club Contact Detail :**

<b>Manager</b>	Sam Dawson	07468 474 939	<a href="mailto:manager@owl-club.co.uk">manager@owl-club.co.uk</a>
<b>Deputy Manager</b>	Adam Hough		<a href="mailto:deputymanager@owl-club.co.uk">deputymanager@owl-club.co.uk</a>
<b>Lead Director</b>	Mark Nesbitt	07528 130 349	<a href="mailto:chair@owl-club.co.uk">chair@owl-club.co.uk</a>

**Website:** [www.owl-club.co.uk](http://www.owl-club.co.uk)



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