

Complaints and Concerns

We aim to provide a high quality, efficient and accessible service to parents and children.

However, from time to time you or your child may feel that you have a complaint against some aspect of the club, or an individual member of staff. Please approach your child's Key worker or the club's Playleader immediately you have any concerns. *These will always be treated seriously, sympathetically and in confidence.*

If you then feel that the complaint has not been satisfactorily resolved, then you should follow the formal complaints procedure. Please look in the policies folder, ask any member of staff for details or, contact the Partners.

Policies

The following policies are available. Should you wish to consult them, please look in the policies folder, available at the club. Copies are also available by contacting the partners.

Policies:

- ✓ Equal Opportunities
- ✓ Health & Safety
- ✓ Special Needs
- ✓ Admissions
- ✓ Charges
- ✓ Behaviour
- ✓ Complaints
- ✓ Sick Children & Administration of Medicines



Statements of Procedures:

- Lost and Uncollected Children
- Child Protection
- Booking

Staff Code of Practice



Otters Childcare After-School & Holiday Clubs

For All Children aged 3 to 12

Located at: **Sidmouth Infants' School**
School Hall

Office: **01395 512437**

or **07971 915923** (during club hours)

Email: info@otterschildcare.co.uk

Otters Childcare
18 Warrens Mead
Sidmouth
EX10 9RT



Our aim is to provide a fun, safe place for children to spend time after school. To create an environment where children feel listened to, where they can participate in a range of activities that they have played a part in designing, where they can have some autonomy in deciding what to do and where they feel supported in their choices and decisions.

www.otterschildcare.co.uk

CJ Paterson trading as Otters Childcare
18 Warrens Mead, Sidmouth EX10 9RT

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Ofsted Registered: EY229506

Otters Childcare was established to meet the community need for after school care.

Staff

Playleader: Julie Salt. Julie is in charge of the day to day running of the club. She is responsible for managing club staff and organising activities. Julie will allocate your child with a key worker, whom should be your first point of call.

Assistant Playleaders:(Holiday Club) Holly Phillips, Caroline Vansittart

Playworkers: Jane Janes, (Senior Playworker), Kirsty Clode, Nichola Wale, ,
Holidays: Marian Wale, Rachel Strutt, Katy Clemens

Sessions 2008/9

Twilight Club- Monday to Friday Term time, until 6.00pm.

Holiday Club- Monday to Friday School Holidays & Non-Pupil Days:

Early Birds; 8.00-9.00am. Am session; 9.00am-1.00pm

Pm session; 1.00-5.00pm Late Owls 5.00-6.00pm

School term dates are as follows;

Autumn Term 2008:

Wednesday 3rd September to Friday 19th December

Half term; Monday 27th to Friday 31st October

Non-Pupil Day: Friday 24th October

Spring Term 2009:

Tuesday 6th January to Friday 3rd April

Half term; Monday 16th February to Friday 20th February

Summer Term 2009:

Monday 20th April to Tuesday 17th July

Half term; Monday 25th May to Friday 29th May

Bank Holiday: Monday 4th May

Please note the club will not be open on Bank Holidays

Behaviour

The physical safety and emotional wellbeing of our club members are paramount to making our club a warm, welcoming and enjoyable environment.

We aim to establish and reinforce an ethos of respect for, consideration and tolerance of others.

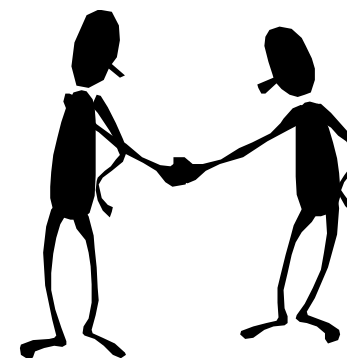
Children and staff are expected to behave in an appropriate way whilst attending the club.

Positive behaviour is reinforced, and sequential sanctions imposed for unacceptable behaviour.

Short term or permanent exclusion will be the final step in this sequence and will be a last resort policy.

We expect your child to;

- Consider the needs of others
- Be polite and courteous
- Be tolerant and value the opinions of others
- Exercise self-discipline
- Not to be disruptive



Booking

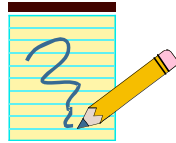
Bookings can be made by form, phone, email, or in person at the club.

Visits- We encourage parents to visit the club with their child/ children before attending.

There are usually a small number of 'occasional' and 'emergency' places available. Parents wishing to use these should contact the Playleader directly to ensure there is a vacancy on the day required.

- Payment for occasional places should be made at the time of booking to ensure a place.
- Payment for emergency places should be made at the time of collection.

Registration.



Parents/carers must complete a registration form for all children who attend the club.

It is important that these records, which include contact numbers, are kept up to date. Please inform us immediately of any changes.

Twilight Club Collection

Children coming from St Nicholas or catching the bus to St Nicholas from All Saints, will be met by a Playworker and accompanied to the club.

Children will only be allowed to go home with their parents/carers or other adult named on the registration form. Please do not send older siblings to fetch their sisters or brothers.

Illness

It is assumed that children absent from school through illness will also not be well enough to attend the club. Please report any absences as a result of infectious illness.

Whilst we recognise the difficulties involved for working parents in making alternative care arrangements for their children if they are ill, the Club will always put the interests and needs of its children first.

In order to limit cross infection, children with infectious diseases will not be admitted to attend the club until they are clinically well and no longer infectious, following NHS guidelines/advice.

All children who have experienced vomiting and/or diarrhoea should not attend until at least 24 hours has elapsed since the last attack.

Should your child become ill whilst at the club we will care for them until you are able to make arrangements for their collection.

Accidents

Julie Salt is our designated first-aider who will treat simple injuries that may occur whilst at the club.

If your child has an accident requiring more than simple first aid we will contact you immediately to inform you of the situation.

Medicines

Only medicines prescribed by a doctor will be administered. An Administration of Medicines permission form must be completed before we are able to administer any medicines. These are available from the Playleader.

All medicines must be given to the staff for safekeeping.

Snacks

Your child/children will be provided with a snack/s whilst at the clubs. Please inform us of any special dietary needs or allergies your child may have.



Lunch-Holiday Club

Children attending all day or for the morning session at the holiday club will need to bring a packed lunch. (Drinks will be provided if required.) Lunch boxes should be clearly marked and should include an ice pack, if possible. *Snacks will be provided during morning and afternoon sessions.*

Please note we are unable to heat up food.

Special Needs

The ethos and practice of our club is to ensure that all its members needs are met. Should your child have any particular or special needs please discuss these with the Playleader. We operate a policy of Equal Opportunities so no child will be discriminated against when applying for admission to the club on the grounds of any disability or SEN.

Parents/ Carers of children who require 1:1 support must contact their child's keyworker at the Joint Agency Team to discuss applying for funding for an additional staff member. Please note that successful application for funding does not automatically guarantee a place at the clubs- this is also dependent upon staff availability.

Childcare Tax Credits

Parents/Carers claiming Childcare Tax Credits should retain all invoices and receipts issued, as information for this purpose. We will only provide statements of your accounts with us on receipt of a £10 administration charge.

Charges

Twilight Club.

- £ The charge will be a sessional fee of £7.00 per day.
- £ **One off sessions & weekly payment option will be charged at £7.25 per child per session**
- £ Invoice are issued **half-termly, in advance & are payable in full in advance.**

Holiday Club.

- £ Am or Pm: £9.75 for one session, £18.50 for both
- £ Early Birds or Late Owls: £2.75 per session
- £ Full Day (8.00am -6.00pm): £23 per day
- £ Payment is due in advance of attendance.



General Conditions

- £ **Full rates will be charged for absence due to sickness. Parents/Carers are required to inform us of all absences.**
- £ There are **no** reductions for part sessions.
- £ If parents/carer fail to collect children by closing time a penalty fee of £10 will automatically be incurred. Where extra sessions have been attended additional fees will be liable.
- £ Payment in full is to be made in cash or preferably by cheque, (made payable to *Otters Childcare*) directly to the Playleader, unless alternative arrangements have been made with the partners.

Twilight Club Conditions

- £ Notice of absence or change is required **prior to the half-term** in which this takes place. Where this is given, fees will be charged at the reduced rate of £3.75 per session, otherwise payment will be due in full.
- £ Permanent cancellation of allocated places requires notice given before the start of the next half-term.

Holiday Club Conditions

- £ Cancellation of sessions once invoices have been issued are subject to a cancellation charge of **£5 per session**. This charge does not apply where sessions are 'swapped'. Full sessional cost will still be payable where cancellations are made less than 24 hours in advance.

Reductions:

- £ Reduced fee are available for children who attend all week and/or for families with more than one child attending. Please ask for details