

# Busy Rascals

## Parents' Handbook

### ABOUT THE CLUB

Busy Rascals Out of School Club at Gleadless Infants School opened in September 2011 and is registered to provide childcare for up to 24 children aged 3 to 11 years. It is open from 7.30 to 9.00am and 3.00 to 6.00pm weekdays, during term time. We are registered with Ofsted and have received a "good" grading (December 2016). Our Ofsted number is EY432893.

We are based in the Dining Room situated next to the main entrance. The dining hall is used for snacks, crafts, construction, creative play, film watching and book reading, etc.

We have access to a great outdoor area, where we can sing, shout, play football and run off some steam!

#### **Aims**

The club aims to provide a secure and playful environment for the children who attend. We endeavour to provide an atmosphere and activities similar to those found within the home.

#### **What we offer**



We offer a wide range of activities, incorporating cookery, craft, needlework, board games, reading, imaginary play, construction, sport and much more.

During their time at the club children choose activities that suit them best.

Breakfasts provided include: toast, pancakes, bagels, fruit and cereal with milk or

water to drink.

A snack and drink are provided at after school club; however this is not intended to substitute a main evening meal that the child may receive at home.

We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times.

Individual dietary requirements and parental preferences are recognised on the registration form and fully respected.

We understand the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### **Staffing**

Busy Rascals is staffed by an owner (Laura), manager (Sarah), coordinator (David), senior playworker (Kerry) and Playwork apprentice (George). We also have bank staff available to cover absences, when regular staff are ill or attending courses.

The aim is to provide a smooth transition between school and club.

All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare.

Staff are expected to undertake continuous professional development training.

All staff members are checked through the Disclosure and Barring Service (previously the Criminal Records Bureau).

We maintain a staff/child ratio of 1:8 for children under the age of eight, this is below current statutory requirements.

### **Organisation**

Busy Rascals run as a private business, with five staff. We maintain a close working relationship with Gleadless Primary School in order to ensure continuity of care.

### **Policies and procedures**

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request. Copies of policies relating to fees, behaviour and admission will be distributed to all users annually.

## **TERMS AND CONDITIONS**

### **Admission**

It is our intention to make Busy Rascals accessible to children and families from all sections of our local community.

Admission to the club is organised by the Manager and a waiting list system may be implemented when the need arises. The waiting list will be operated on a first come-

first served basis, with the exception of siblings who will have priority for the same day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

### **Payment of fees**

From November 2017 fees will be payable in advance, by cash, cheque, childcare voucher or internet bank transfer.

**Your booking will be confirmed on receipt of payment.**

Cheques should be made payable to "Busy Rascals".

**From September 2013 fees are payable for all sessions booked, whether your child attends or not.**

Bank holidays and professional days will not be charged for.

**Holidays need to be booked at least FOUR weeks in advance.**

Non-payment for more than one month will result in your place being terminated.

Busy Rascals aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

If you are having difficulty paying fees, please speak in confidence to the Manager.

### **Changes to days and cancelling your place**

One month's notice of termination, or of changes in attendance must be given.

Requests for changes to days should be made to the manager and will be accommodated where possible.

### **Temporary changes**

Please remember that we need to know if your child (or children) will not be attending Busy Rascals for any reason. Even if you have informed your child's school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the manager know by **THURSDAY** at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this handbook.

### **Induction**

The child and parents/carers will be invited to come and see the club before the child's first day; the club encourages the first attendance not to exceed half a session.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including breakfast and snack times, collection, children's meetings).

Another child will usually be allocated to act as the new child's buddy for the first few sessions.

### **Arrival and departure**

#### **Breakfast Club**

On arrival at breakfast club parents are asked to sign their children in as this is an Ofsted requirement. Please make sure you come in to the room with your child to do this. Children then have a choice of breakfast foods before having a play and getting ready for school.

The kitchen will start packing away at 8.15am as the whole room has to be spotless by 8.30am.

#### **After School Club**

Staff wait by the wooden picnic table in the playground. Teachers know that this is the area for after school club children to gather. We have a list of all children attending Busy Rascals for the day.

Teachers will send the child to Busy Rascals staff members.

Children wear hi vis jackets from the point of collection until safely inside the dining room. This enables staff to see them at a glance and allows children to play in the yard whilst waiting for other children to be collected.

Reception and Year One children are collected from their classroom door. Nursery children are collected from their classroom on our return journey to the dining room.

A register is taken each afternoon and a signing-out sheet is used. Please ensure this is completed for each child collected.

A copy of our Collection and Departure Procedure is available from the manager, at your request.

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted.

The club finishes at 6.00pm if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £15 per 15 minutes will be charged if children are collected after 6.00pm.

### **Safeguarding Children (Child Protection)**

We intend to create an environment in which children are safe from abuse and in which 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.

### **Equal Opportunities**

Busy Rascals is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility.
- Menus include sufficient variability to provide for the cultural mix of the club's children.
- Our policies and procedures are flexible so if there is a reasonable change that would mean the club is more accessible for you or your family please come and talk to us.

### **Inclusion**

Busy Rascals will make every effort to include every child.

Everybody has individual needs and we work towards an environment and policies and procedures that accommodate all families who we come into contact with.

We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to inclusion.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

## **GENERAL INFORMATION**

### **Behaviour**

Children and staff have created group agreements for behaviour whilst at the club.

The club also operates a behaviour policy, summarised here. A full copy of this policy

is available on request:

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dren are expected to respect each other, staff and visitors and the environment.

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Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

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y Rascals aims to 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

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Busy Rascals will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

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club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club.

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Busy Rascals recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

### **Illness**

We are unable to care for children who are unwell. If illness occurs whilst your child is at the club we will contact you straight away and reassure your child until you collect them.

Please inform the manager/deputy of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased.

### **Accidents and First Aid**

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. Several of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

### **Medication**

Please let the manager/deputy know if your child is taking prescribed medicine. Please speak to the manager/deputy if medication needs to be administered during club time.

### **Complaints Procedure**

Busy Rascals is run for the users. We value your opinions. If you have any queries,

comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

## **PLEDGE TO PARENTS/CARERS**

We value our relationship with parents/carers 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.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, 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, progress, 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.

## **CONTACT INFORMATION**

**Busy Rascals Out of School Club,  
Gleadless Infants School,  
Hollinsend Road,  
Sheffield,  
S12 2EJ.**

**Club mobile number: 07745 468540 (Please send us a text message if there is no reply.)**

**Ofsted Registration No: EY432893**

**email: [busy\\_rascals@hotmail.co.uk](mailto:busy_rascals@hotmail.co.uk)**

**Correspondence Address:**

**Hazel Barn,  
Upper Woodhouse Lane,  
Knighton  
LD7 1NG**

**Tel Laura Watkins (Owner): 07415 505873**

**Gleadless Primary School: 01142 399705**

**Club Staff**

Manager: Sarah Truman  
Coordinator: David Pegg  
Senior Playworker: Kerry Barklam  
Playwork Apprentices: Georgina Burke

**Ofsted**

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