

- Equality
- Co-operation
- Respect
- Quality
- Social skills

Northwick Park Busy Bears

Parents Handbook





INTRODUCTION

Busy Bears Club opened in September 2003 and is run under the direct management of Northwick Park Primary and Nursery Academy. It aims to provide morning and after-school care for pupils, aged 4 – 11 years, who attend Northwick Park Primary and Nursery Academy.

We also provide sessional and full day-care for 2 – 4 year olds and Holiday Club from 7.30 am. – 6.00 pm for all children aged between 2 and 11 years, regardless of which primary school they attend.

Our policies on Health and Safety, Equal Opportunities, Accident and First Aid, Fire Drill, Behaviour and Complaints are in this handbook.

We aim to provide a friendly and stimulating environment for the children. Our play workers are all qualified and employed as Nursery Nurses or LSA's at Northwick Park Primary and Nursery Academy. Parents are welcome to comment on the Club and to discuss their children's care with them.

The Club operates on a minimum ratio of 1 staff to every 8 children aged 3 – 8, a 1 : 4 ratio for children aged 2 – 3, and 1 staff to 12 children for those over 8 years of age. There are always a minimum of two staff on duty at all times.

The Parents Handbook is updated regularly, and a current copy is kept at the Club.

CONTACTS

The Club's Telephone Numbers are:
01268 511863 (Busy Bears office)
01268 684554 (School Office)

Busy Bears Manager: Beverley Thompson

Daycare Supervisor: Sarah Grant

OPERATION AND ADMISSIONS

Admissions Policy

All pupils of Northwick Park Primary and Nursery School may attend the Club, which aims to provide both facilities and an environment suitable for their needs. In cases of children who have a special need, every effort will be made to accommodate those children and to provide appropriately for them in consultation with the parents and the children. Staffing levels will dictate the availability and limitation of these spaces, therefore they may not always be available. The Club is inclusive and welcoming and supportive of all children.

The Club is open 51 weeks a year, Monday to Friday from 7.30 am - 6.00 pm.

Fees per session

£4.00 per hour for 4-11 year olds. (School age) **£6.00 per hour for daycare and Nursery children.**

Late collection charge of £10 for every 15 minutes after 6pm.

(Early admission into Breakfast Club at 7. 15 Am. can be made but will increase the price to £6.00).

Daily costs for Holiday Club are R to Yr6 £30.
Daycare and Nursery £40.
Sessional care for 2 – 4 year olds is available from 7.30 am. – 6.00 pm. at a cost of £6 per hour.

Breakfast	7.30-8.00
Snack	10.00
Lunch	12.00
Snack	2.00
Tea	4.30

Sessions can be booked at the Club or through the School Office. All sessions must be booked in advance where possible, and paid for by the end of the week unless a monthly payment option has been agreed. In the case of continued non or late payment of fees the Club reserves the right to not accept bookings. Bookings can be made by telephone on the day, but due to increase in demand, there is no guarantee of a place.



COLLECTION OF CHILDREN POLICY.

Collection from School

- Children will be collected from the classrooms by Club workers and safely escorted to the Busy Bears buildings.
- All workers will be required to wear the Busy Bears uniform.
- The escorts will have a list of children to be collected, and the children's names will be checked off.
- Escorts will leave only when they are satisfied they have everyone, so if you no longer require a place please telephone and cancel it. As soon as possible.
- All staff have enhanced DBS checks.



Collection by Parents.

- Parents must state, on the registration form, the names of all persons authorised to collect their child, and only persons named will be able to take the child unless previous arrangements in exceptional circumstances have been made known to the Supervisor.
- The person collecting the child must only enter the Busy Bears through the security door, so that the Club Worker knows who is being collected and by whom.
- Throughout the day the School gate will be locked and parents will have to contact Busy Bears or the School Office via the intercom to gain access.
- Parents must notify the Supervisor about non-attendance of their child.
- In the case of a parent/carer failing to collect the child, the Supervisor will call the parent or nominated contact to come to the Club and to take the child home. **Under no circumstances will children be allowed to go home by themselves.**
- If a parent is unreasonably late in collecting his/her child, except in extreme circumstances, a charge will be made of £10 every 15 minutes after 6pm.
- No children will ever be left unsupervised when a parent/carer has failed to collect that child.

ACTIVITIES.

The Club aims to provide an age-appropriate and stimulating program for the children. Breakfast of toast and cereal is served from 7.15 am. – 8.00 am. In the afternoon, drinks and light snacks are available at the start of the session at 3.00 pm, with a more substantial snack served at 4.30-5.00 pm. Children are offered a free choice of a variety of activities, e.g. arts and crafts, computer and outside play. These are often based around a weekly theme. Children who attend day-care are provided with a meal at 12.00 or may bring their own packed lunches.

The children are encouraged to suggest and help to plan these activities. Suggestions from parents are always welcome, as well as their participation. There is an opportunity for quiet activities, rest or doing homework.

Safeguarding

All school and early years safeguarding policies and procedures apply to Busy Bears.
All Busy Bears Staff have had level two safeguarding and e-safety training.

REGISTER.

The Club keeps two registers:

1. An Information Register listing contact telephone numbers, doctors details, medical conditions etc.
2. A daily Register listing attendance of children in each session, and staff members who are working.

Both Registers are kept by the staff.
All information is held in confidence





HEALTHY EATING POLICY.

It is our aim to foster and encourage an interest in healthy eating amongst the children.

In order that we can fulfil our commitment to healthy eating, it is necessary to prohibit the consumption of sweets, crisps and fizzy drinks on the premises. Chewing gum is not allowed. We therefore ask the parents not to provide their children with snacks, unless there is a specific dietary requirement to do so – in which case, parents should consult the Supervisor in advance and be aware of the need to keep the Club fully informed of any special requirement, allergy or health problem.



VOLUNTEERS.

If you are interested in helping the staff by giving your time and any suitable skills, we would love to hear from you. Please contact the Head Teacher for further information. All volunteers must have an enhanced DBS check before they will be able to work in the Club.



EQUAL OPPORTUNITIES.

We aim to ensure that no-one is treated unfairly because of his or her race, colour, ethnic or national origins, religious beliefs or disability.

Staff as well as the Management Committee will aim to ensure that the services they provide are accessible to every child attending the Club.

This policy will be actively promoted through our decision making, employment practices and service provision, and we will strive to monitor its implementation and its effectiveness.



HEALTH AND SAFETY.

Under the Health and Safety Act 1984, the Club has a duty to maintain health, safety and welfare standards. The responsibility extends to staff, volunteers and anyone using the Club.

- The premises have a non-smoking and non-vaping policy.
- Children do not have unsupervised access to the kitchen area.
- Premises and equipment are regularly checked to ensure safety and cleanliness.
- All play equipment must be British Standard Approved.
- Any activities that use potentially dangerous equipment (e.g. candle making, crafts) must be undertaken under constant supervision.
- The children will never be left unsupervised in the building or grounds.
- Dangerous substances must be kept out of reach of children.
- Please ensure that your child does not bring anything to the Club that could harm another child. It will be confiscated and handed to the parent at the end of the session.
- Electrical appliances will be subject to annual checks.
- The Supervisor liaises with the Nursery staff on a daily basis with regard to the daily risk assessments of the outside areas.

Accidents and First Aid.

- A First Aid Certificate will be held by all members of staff.
- All accidents must be recorded in the accident book and signed by the parent as proof that he/she was informed about the accident.
- A First Aid Box is kept by the Club and is kept stocked up by the Supervisor.
- A record of any special medical needs should be recorded.
- If a child brings any prescribed medication to the Club, this should be handed to the Supervisor and clearly labelled. Medication will be dispensed only on the written authorisation of the parent/guardian and in line with the School Drugs Administration Policy.

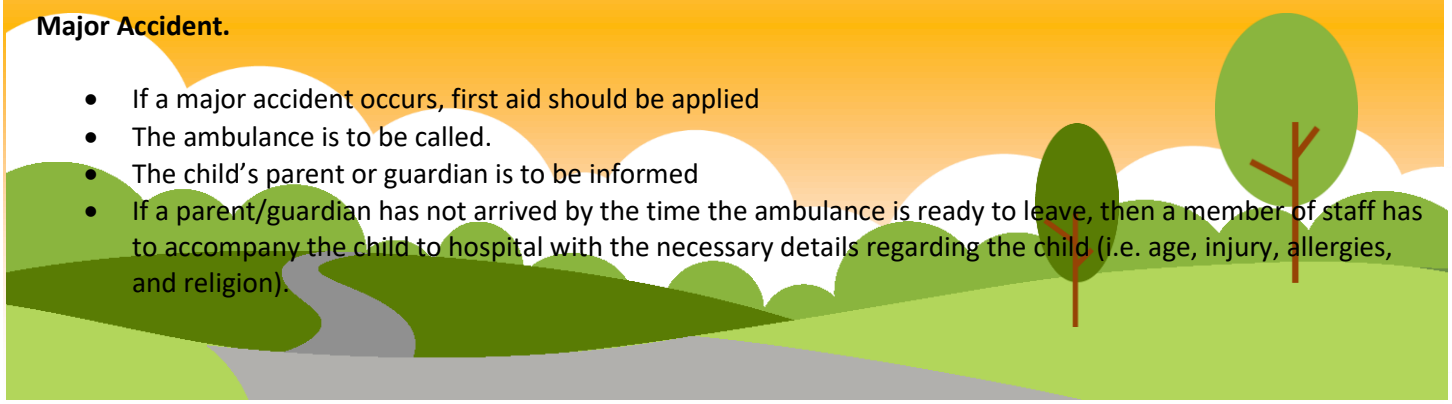
Sickness Exclusion Policy.

The Management Committee is responsible for the wellbeing of the children and staff while they are at the Club. No child or member of staff known to be suffering from a communicable disease or considered too ill to participate in normal club activities shall be admitted to the Club. If a child becomes ill whilst at the Club, the Supervisor will notify the parent/guardian to discuss symptoms and ask that the child be collected. If necessary, medical advice will be sought. If the child is diagnosed with a communicable disease, the Supervisor will notify the parent/guardian of every child who attended that session of his/her child's exposure to infection.

The Club will keep a register of communicable diseases.

Major Accident.

- If a major accident occurs, first aid should be applied
- The ambulance is to be called.
- The child's parent or guardian is to be informed
- If a parent/guardian has not arrived by the time the ambulance is ready to leave, then a member of staff has to accompany the child to hospital with the necessary details regarding the child (i.e. age, injury, allergies, and religion).



Fire Drill

- A fire drill should be held at least once a term. A record of this is to be kept.
- The Supervisor should ensure that all children understand the fire drill.
- All fire exit signs must be displayed.
- The fire evacuation procedure will be clearly exhibited in the Club.

BEHAVIOUR POLICY

We are committed to providing a caring, friendly and safe environment for everyone who uses the Club. We aim to promote positive behaviour and will promptly challenge any behaviour that spoils enjoyment of the facilities.

Behaviour that is encouraged and praised

- Kindness to others.
- Respect towards all children and adults
- Respect for equipment and property.

Behaviour that will not be tolerated

- Bullying (verbal or physical): Children are encouraged to report incidents of bullying.
- Discriminatory behaviour (physically injuring another child or adult).
- Swearing and insolence.
- Disruptive behaviour.
- Abuse of equipment.

If a child displays behaviour that spoils the enjoyment of others, the following steps will be taken:

- In the case of a child being bullied or injured, the child will be comforted by a member of staff.
- The child(ren) responsible for any of the unacceptable behaviour will be taken to one side, told why the behaviour is not acceptable, and encouraged to apologise.
- If a child displays continual disruptive or destructive behaviour, we will discuss the situation with the child and the parents/carers, and we reserve the right to exclude the child from the Club if the behaviour does not improve.
- Adults within the setting will not use any form of physical intervention unless it is necessary to prevent injury to the child, other children, adults or serious damage to property.
- Any incident is recorded and the parent/guardian informed on the day.
- Positive behaviour will always be promoted and rewarded. The children will be included in developing behaviour strategies and in deciding what behaviour is acceptable and how to discourage unacceptable behaviour.

Complaints Procedure

If a parent is not happy about any aspect of the way the club is run or the way it cares for his/her child, initially this should be discussed with the manager. If a parent is still not satisfied a copy of the schools complaints policy can be found on the school website.

CONTRACT

The booking of places is taken as an agreement to comply with the policies of the school.

