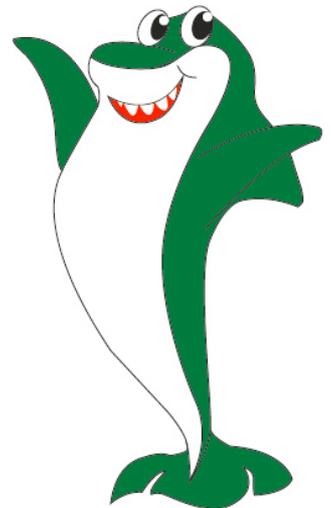
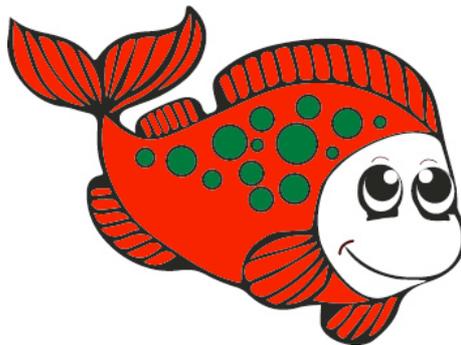




RGS
WORCESTER

HOLIDAY CLUB



Information for Parents
2016 – 2017

RGS THE GRANGE

Grange Lane Claines Worcester WR3 7RR
01905 451205
www.rgsw.org.uk



RGS
WORCESTER

Holiday Club

Business Manager:

Mrs V Kay

Holiday Club Manager:

Mr D Humphreys

Holiday Club Deputy:

Miss S French

Holiday Club Deputy (Early Years)

Miss A Cartwright

School Telephone number: 01905 451205

Holiday Club Mobile: 07554 390795

Care Support Staff:

Miss E Attwood

Mrs V Betts

Miss K Jauncey

Mrs C Hull

Miss R Bowkett

Miss S Ross

Miss V Lane

Miss E Ross

Miss A Upfield

Miss P Morgan

plus casual support staff

OUR COMMITMENT TO QUALITY

We aim to provide quality “out of school” care in a safe yet challenging, caring environment, with fun, play and varied activities for children aged 2 years to 13 years. We would like our activities to encourage the development of your child’s social, physical, intellectual, creative and emotional skills

HOLIDAY CLUB BOOKING PROCEDURE & FEES

Booking in forms can be accessed online on RGS The Grange website.

Shrimps and Snappers

Full Day Session	£ 35.00	8.30am – 5.30pm
Half a Day Session	£ 22.00	8.30am – 1.00pm or 1.00pm – 5.30pm

Sharks

Activity Specific Sessions	£25.00	10.00am – 3.00pm
Early Risers	£5.00	8.30am – 10.00am
Night Owls	£5.00	3.00pm – 5.30pm

BOOKING GUARANTEE

Spaces are limited each day and we reserve the right to refuse attendance if all spaces have already been allocated. Booking will be eligible for an 'EARLY BIRD' reduction of 10% in daily rate. Early bird dates will be stipulated on booking forms.

ARRIVALS and DEPARTURES

On arrival a member of staff will record your child’s attendance in the daily register. Sharks and Snappers register in Reception and Shrimps in Pre-school.

On departure an adult must sign out all children. If someone else other than the parent/carer are to collect the child, this must be indicated to a member of staff and recorded on the register.

Due to unforeseen circumstances, if you are unable to collect your child at the time they are booked in for, we would appreciate a phone call explaining the situation. PLEASE SEE UNCOLLECTED CHILDREN POLICY.

Please note the start and finish time for Holiday Club. We reserve the right to make a late collection charge of £20.00 per child for every fifteen minutes after the time of collection.

STAFF

Many of the staff that help run our Holiday Club are employed within the RGS family of schools and we will also use a bank of enthusiastic, experienced and friendly staff to help work at the clubs when necessary. All staff working with children are have undertaken an enhanced check by the Disclosure and Barring Service.

The majority of staff hold recognised child care qualifications and all staff are encouraged to continue training and regularly attend courses including child protection, first aid, equal opportunities and food hygiene. Many staff are currently working towards qualifications in childcare or play work. Some staff are unqualified but are working towards appropriate qualifications.

ACTIVITIES

Holiday Club is split into three sections, Shrimps for our youngest children aged 2 and 3, Snappers for children aged 4 to 7 (approx. up to Year 2) and Sharks for children aged 8 to 13 (Year 3 and upwards). The activities are set within the three groups, however on occasions the age groups may be merged. Holiday Club is a relaxed and friendly environment. We provide age appropriate activities, which encompass social, emotion and physical skills to help develop each individual child. Your child will have the opportunity to engage in a variety of activities, which include:

General Holiday Club

Multi Sports - Creative Cooking - Arts and Crafts - Forest Fun - Rock Climbing - Board Games – Construction – Dance – Music - Table Football - Air Hockey – Pool -Water Sports – Cinema - Off Site Visits

Activity Specific Sessions

Archery – Fencing – Football – Rugby – Cricket – Hockey – Netball - Multi Sports -Forest Adventure - Street Dance – Gymnastics - Spectacular Science - Art Attack -Active Outdoors

There are rules relating to behaviour to ensure a high standard of safety and supervision It is expected that all children coming to the club are well mannered and polite. All children and staff have a right to enjoy their time at the club without fear of intimidation, harassment, physical or verbal abuse. All members of staff will promote an environment of respect, co-operation and responsibility.

Any kind of discriminatory behaviour e.g. racism, sexism, will be challenged and will not be allowed to continue. The club will exclude children for serious or continued misbehaviour.

OUTINGS

Some of the routine activities of the Holiday Club may involve trips. Some journeys may be on foot or in a minibus or coach. Any minibus, coach will have seat belts fitted and staff will endeavour to ensure that these are worn at all times. Staff who have an up to date minibus licences will be permitted to drive the children on any visit.

When going on some outings, or collecting children from school, children are often walked with members of staff and are expected to stay in the group. As a club we obviously consider any incident of a child running off very seriously and as unacceptable. We would therefore ask parents to ensure their children are aware they must stay in a group with an adult whilst at the club and follow their instructions.

Outings may be subject to additional charges depending upon the venue and activity. The use of transport may also incur an additional charge. You will be made aware of any additional costs at the time of booking.

HEALTH & SAFETY

Children need and want to take risks when they play. We aim to respond to these needs and wishes by offering children stimulating, challenging environments for exploring and developing their abilities. In doing this we aim to manage the level of risk so that children are not exposed to unacceptable risk of injury. The club has a detailed health and safety policy and carries out risk assessments.

EQUAL OPPORTUNITIES

We will treat all children in our care equally regardless of race, cultural background, gender or disability. Children with special needs and disabilities are welcomed at Holiday Club after consultation between parents and staff to ensure that all needs can be met within the staff ratios that we provide. If your child has a particular need we will discuss this to find out if any special provision will be needed.

SAFEGUARDING CHILDREN

As a caring organisation with direct responsibility for children, our first concern is your child's welfare in all its aspects. There may therefore be occasions when we have to consult other agencies even before we contact you, in particular in relation to safeguarding children. The school has a Safeguarding Children Policy which may be viewed on our website, www.rgs.w.org.uk.

BEHAVIOUR

At Holiday Club we believe that children will flourish best in an atmosphere of mutual respect and encouragement where everyone knows what is expected of them. The Holiday Club Manager will discuss behaviour with your children during their first day at club and include a run through of the Holiday Club Code of Behaviour.

We concentrate on encouraging good behaviour and ensuring children enjoy their time at Holiday club. Staff treat children with respect, promoting an atmosphere of trust. Should the positive atmosphere of the club be compromised by disruptive or inappropriate behaviour, our staff will explain to the child why it is unacceptable. If the problem cannot be resolved, staff may have no choice but to exclude the child from the club.

Bullying will not be tolerated at Holiday Club. Any such behaviour will be treated seriously and staff will intervene at the earliest possible stage.

CHILDREN'S RESPONSIBILITIES

We believe that responsibility can enhance a child's development and confidence. We want the children to feel that this is their club and so all children will be expected to play their part in the running of it. This will involve washing up after snacks, helping to tidy up, clearing away paint etc. Parents are welcome to discuss their children's playtime at the club with the Holiday Club Manager or Deputies at any time.

MEDICAL

It is important that you give us as much detail as possible if your child suffers from any medical condition or allergy. Even if you have previously provided the details for school records it is important that up to date information is maintained separately at Holiday Club. It must be remembered that whilst staff have received training in first aid, they are not medically qualified, and action we take in response to an injury will be based upon our assessment at the time. We will administer first aid where necessary.

MEDICINES / ASTHMA INHALER

If your child has to take any medication whilst at Holiday Club we must have your written instructions. Any medicine necessary when attending Holiday Club should be clearly labelled and handed to the Holiday Club Manager at the start of the session. Staff will administer the medicine and record the time and the dose given. We will ask you to check and sign the record when you collect your child.

Please note it is essential that we are aware if your child uses an inhaler. If your child uses an asthma inhaler, could you please send a spare labelled with your child's name and dosage, which we can keep at Holiday Club.

MEDICAL EMERGENCY PROCEDURES

In the case of a medical emergency the following procedures will be followed:

- Ring 999 if necessary
- Give first aid if necessary or possible
- Contact parent/carer if necessary
- Complete accident report.

In the case of illness or accident where it is not considered serious enough for hospital treatment, we will inform you. If your child were sent home (with parent/carer) we would advise you to check with your doctor or casualty if your child is displaying unusual symptoms.

ILLNESS

Some young children seem to spend most of their time suffering from one minor infection after another, especially during the winter months. At Holiday Club we recognise this and it is part of our practice of good hygiene to limit the spread of infection.

If a child is unwell at Holiday club the school will contact the parents and ask them to arrange to collect the child from school.

We ask parents to co-operate with this practice by keeping their children away from Holiday Club when they are unwell. This does not mean that children should be kept away for every sniffle or cough, but please do not ask staff to accept a child who has:

- A high temperature
- Vomited or had diarrhoea in the last 24 hours
- An eye infection
- Is obviously unwell and unable to enjoy a full day of activities

In line with RGS School policy we ask that children who have had a bout of vomiting and/or diarrhoea do not return to Holiday Club until 48 hours after the last episode of sickness. This is to minimise infection for other children. Thank you for your support in this.

If your child has a rash, please seek medical advice from your GP before bringing him or her to Holiday Club.

SUNSCREEN

Holiday Club are aware of how damaging UV rays from the sun can be to your child's skin. During the summer months, or when necessary, we recommend that all day sun protection should be applied prior to your child coming to school. There are good quality long acting sun-creams available, which are designed to last all day. We cannot be held responsible for any adverse effects whilst the children are outdoors. Please also provide your child with a named sun hat. SEE SUNSCREEN POLICY.

POLICY ON DRINKING WATER

Water will be readily available throughout the duration of Holiday Club and suitable cups will be provided. Children will be made aware of the importance of drinking water and that they should ask for water when they require it.

SPECIAL NEEDS

If your child has a special need, e.g. dietary requirements or medical problems, it is important that you advise us in writing in order that adequate staffing/activities/snacks are available and we can deal with any situation that may arise.

PACKED LUNCHES

A packed lunch with a drink will be required for lunchtime, a morning snack of toast, biscuit and fruit will be provided and another healthy snack will be given in the afternoon. Throughout the day, water and squash are always available to your child. The school has a “no nut” policy. Please do not put any nuts in lunchboxes or sandwiches (e.g. peanut butter, chocolate nutty bars)

Please do not pack “lollipops” or glass bottles (health and safety). Whilst the staff will try and ensure lunch boxes are stored in a cool area, these will not be refrigerated and parents are asked to give due consideration to this when deciding what will be given to the children when they make their packed lunch. Particular care needs to be taken on outing days when a lunch box could be in a hot coach for some hours.

If your child has any special requirements please let us know.

BIRTHDAYS & CELEBRATIONS

Birthdays and special religious celebrations are important to individuals and we like to acknowledge these days. Please let us know about them. You are more than welcome to bring in a cake or some party food but please let us know first.

TUCK SHOP

There is an opportunity for children to purchase sweets in the afternoon, these range from 1p to 15p. A small amount of money may be brought into holiday club and this remains the child’s responsibility.

TOILETS

Young children will not be allowed to go to the toilet buildings on outings unaccompanied. They would usually go as a group with a staff member. We would advise this could involve going to a different toilet, i.e. a group of infant boys with a female staff would go to the ladies toilets. We are sure this is something, which you would accept.

LOST PROPERTY

The club will not accept liability for loss of or damage to any item. We would ask that valuable items be not brought to the club. Please ensure clothes, bags, lunch boxes, etc, are clearly marked with your child’s name. This will be kept for two weeks and then disposed of if not claimed.

MOBILE DEVICES

Please note that mobile devices, e.g. mobile phones, iPads etc, are not permitted at any time during Holiday Club. The school will, however, ensure that contact numbers are available for

any general or emergency purpose. Please ensure that you confirm appropriate contact numbers when completing the necessary forms.

COMPLAINTS / CONCERNS

We hope that every child who comes along to our club has a great time. However if you have any issues that need resolving, usually a chat with the play worker or Holiday Club Manager will be all that is needed. If you were still not happy the Business Manager would deal with your concerns. There is a complaints form available if needed.

COMPLAINTS PROCEDURE

RGS Holiday Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan.

Under normal circumstances, the Holiday Club Manager will be responsible for managing complaints. If a complaint is made against the Holiday Club manager, the Registered person will conduct the investigation. All complaints made to staff will be recorded in detail.

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Holiday Club Manager.

In the first instance if this is not satisfactory then the complaint should be put in writing to the Holiday Club Manager. The Club will acknowledge receipt of the complaint as soon as possible and fully investigate the matter. If there is any delay, the Club will advise the parents/carers of this and offer an explanation.

If the Holiday Club Manager has good reason to believe that the situation has Safe Guarding children implications, they should inform the designated Safeguarding Children Officer and ensure that the local services department is contacted, according to the procedure set out in the Safeguarding Children Policy.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. If there is a need a meeting will be arranged for a time when the parents/carers concerned and staff can meet to discuss the matter.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both Co-ordinator and the parents/carers concerned.

Making a complaint to OFSTED

Any parent/carer can, at any time, submit a complaint to OFSTED about any aspect of registered childcare provision, contact no: 0300 123 4666 www.ofsted.gov.uk.

POLICIES

Holiday Club work to a number of different school policies and procedures, which can be viewed at <http://www.rgs.org.uk>