

Moorhens

Before and After School Club



Parent Information Booklet

Moor Hall Primary School

Rowallan Road
Sutton Coldfield
B75 6RE

Tel: 0121 351 6441

Moorhens Tel: 07778207295

moorhens@moorhall.bham.sch.uk

Reg. no. 103351

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Welcome to Moorhens Before and After School Club

Dear Parents / Carers

On behalf of the staff and school we welcome you and your children to Moorhens.

We open every morning for breakfast from 7.30am until the start of school, and after school from 3.20pm until 6.00pm.

The system we operate is that you book places for your child in advance, payment is required at the time of booking. Once places are booked and paid for your child's place is guaranteed, we then ensure that adequate staffing levels are maintained within the club. Once sessions have been booked refunds are not provided.

As well as running fun packed free play opportunities we also offer a range of other weekly activities hosted by an outside provider, usually one each day of the week. Some of these clubs have limited availability so early booking is recommended. Bookings for all the extended activities is via Moorhens.

We aim to make Moorhens fun and enjoyable for everyone who attends. If you have any problems regarding your child's place, booking, or payment please come and see us or make an appointment.

Yours sincerely

The Moorhens Team
Mrs L Conrad - Manager
Mrs J Andrews - Business Manager

Mission Statement

Moorhens Before and After School Club is a community facility for the benefit of pupils at Moor Hall Primary School and their families. Moorhens is committed to upholding the values and ethos of the school and to safeguarding the children within its care. Our mission is to provide quality care and play opportunities for children in our community within a safe, secure, warm and caring environment where children can play, learn and develop freely.

Our club aims to:

- *Provide a stimulating and safeguarding environment for children to develop as individuals and to learn to cultivate their social skills.*
- *Treat each child as an individual, regardless of gender, ethnic origin, disability, religion or background.*
- *Give children a sense of responsibility towards the environment, themselves and others.*
- *Help children to become confident and have a positive attitude and to respect themselves and other people.*
- *Ensure that our services meet the needs of children, parents and carers at all levels.*
- *To provide a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.*
- *To undergo regular monitoring and evaluation of our services.*
- *To provide equal opportunities for all*

Who is our club for?

Moorhens provides care for children between the ages of 4 and 11years, before and after school term time only. The facility is open to any child irrespective of colour, race, gender or disability who attends Moor Hall Primary School; we will work with the child, their family and school to meet any EYFS, individual or inclusion needs.

What we expect from children, staff and parents

- To be kind and helpful, gentle and honest.
- Politeness, consideration for others and good behaviour.
- Sharing games and toys provided and treating them with care.
- Noise from play, but not excessive noise or screaming.
- No strong language from anyone.
- No bullying

Play

- Our aim is to provide a happy and safe environment; to help the children to learn through play and to develop freely. To learn to be responsible for themselves and their actions and to have fun.
- There are lots of things to do in Moorhens. Painting, craft, puzzles, games, etc. All activities are in a catalogue and this is available for the children to view at all times.
- When the weather is fine the children can play outside. They are expected to stay within their designated play areas; to behave well and to take care of the equipment.
- No rough play is allowed and will be dealt with by the staff if it arises.
- Activities include: Art and Craft, Imaginative play, Construction, Table top games, Floor activities, Music, Cooking, Computers in the ICT suite, Snooker Table, WII and a quiet area for children who wish to read.

Discipline

- At Moorhens we concentrate on good behaviour.
- We always praise the children and we always recognise the importance of positive and effective behaviour management.
- Each child knows what is expected of them; we operate the same seven Golden Rules as school.
- We are aiming towards children having self-discipline and good self-esteem which in turn will get mutual respect and encouragement.
- If a child is involved in a behaviour incident a 'Put it right' sheet is completed in line with the school Behaviour Policy. Where deemed necessary the parent or carer will be advised.
- If bad behaviour is persistent a meeting with the parent or carer is requested.
- We reserve the right to exclude any child for persistent poor behaviour.

Registration/Booking System

A registration form must be completed for every child that attends (a one off registration fee applies). Completion of a registration form is an Ofsted regulation. Once you have registered with us, you are asked each half term to book the sessions and activities you require your child to attend each week and to pay in advance. Care should be taken when booking as not all the planned activities on offer run every week of the half term.

Current Charges and Times for Moorhens

AM - 7.30am - 8.55am PM1 - 3.20pm - 4.40pm PM2 - 4.40pm - 6.00pm

All Advance bookings	£5.00
Ad hoc bookings (only available if space/staffing allows)	£6.00
Registration Fee (one off payment)	£12.00
Late Collection Fee (payable per child after 6.00pm)	£12.00

(Please be onsite at 5.55pm to allow enough time to collect belongings and to sign your child out)

Once sessions have been booked they **must** be paid for in advance. Refunds are not provided for sessions no longer required however a credit may be carried over if your child is required to attend a school related event.

We do accept childcare vouchers as payment and these should be sent as soon as bookings have been made; we are registered with most of the usual providers.

Please Note - *Session charges will be reviewed periodically throughout the school year and parents notified of any changes in line with school Charges and Remissions Policy.*

Safety Guidelines

1. A ratio of 1:8 for KS1 and 1:10 for KS2.
2. A First Aider is on duty at all times.
3. A daily risk assessment is undertaken.
4. A red card system is used by staff to request emergency help/support.
5. Children are required to wash/sanitise their hands before eating.
6. All accidents are recorded. Details of how the accident occurred and the action taken by the staff are entered on the appropriate form.
7. Children arriving in the morning are welcome to have breakfast in line with the Healthy Eating Policy.
8. Water is available during all sessions.
9. At the end of the morning session a member of staff escorts the KS1 children to their classrooms. KS2 children are allowed onto the playground once a member of school staff is on duty.
10. At 3.20pm your child will remain in school. Children will be escorted by staff (KS1) or make their way from their classroom (KS2) into the school hall.
11. Children attending an activity session get themselves changed.
12. Children are registered at 3.20pm and again at 4.40pm and counted.
13. Any missing children are investigated.
14. Collection is by authorised person only unless advanced notification is received.
15. Yr5/6 children are allowed to walk home during daylight hours only if written permission is received.
16. Uncollected children are dealt with in accordance with our procedure.

Conditions and routines

Morning: Parents should bring their child to the club and notify a member of staff of their arrival. Your child must be signed into the club for the morning session and the time recorded. This will be checked by a member of Moorhens staff.

Breakfast is available for all children from 7.30am until 8.30am. We offer a choice of cereals, fruit, yoghurts, and toast in line with our Healthy Eating Policy. At the end of the morning session KS1 children are taken to their classrooms by Moorhens staff; KS2 children are allowed onto their playground to wait for the morning bell provided a member of school staff is present.

Afternoon: At 3.20pm your child will be escorted/make their way into the school Hall from their classroom and a register is taken. A drink and snack will be available at this time and again when the second afternoon session starts. Any missing children are investigated as per our Lost or Missing Child Procedure.

Non-attendance for any reason should be advised in advance, preferably in writing.

Please inform the Manager if you are taking your child home from school early and they are not attending in the evening for any reason as we only have 10 minutes to investigate and action a missing child.

If anyone other than the child's parent or carer (or those listed as an Emergency Contact on the schools data base) is to collect your child from Moorhens we must be informed in advance in writing.

Collection: In the evening all children collected will need to be signed out and the time recorded, this will be checked by a member of Moorhens staff.

When you collect your child you should come with time to spare to sign your child out before the end of their booked session. Children attending Moorhens free play sessions are released from the club or playground and children who have attended an activity session are released from the main school entrance porch/lobby and collection should be before 4.40pm.

A register is taken at 4.40pm and 6.00pm, children remaining in the club at this time will run into the next time session and will be charged the ad hoc session cost or late collection charge accordingly.

Children will only be allowed to leave with a named person as per the 'Emergency Contact' details held on the schools database, or as per written notification given in advance by the parent.

Year 5/6 children are allowed to walk home during daylight hours only if written permission is received in advance.

Emergency: If you are held up for any reasons, please telephone Moorhens (Tel: 07778207295) to inform us so that we can reassure your child. You may leave a message if no one answers, this will be picked up by staff during the session.

Uncollected children

Our Club has the highest regard for the safety of the children in our care - from the moment they arrive to the moment they leave.

It is essential that parents telephone Moorhens if they are unavoidably delayed. At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult.

As per our Late Collection Policy - If the parent/carers does not collect the child by the designated time of 6pm, then Moorhens staff will take care of the child; two staff will stay to look after the child whilst trying to contact the parent/carers. If however the parents/carers cannot be contacted by 6:45pm, then the police will be informed and the Children's Directorate will be contacted.

Sutton Coldfield Police Station
Children's Services - Emergency Duty Team

0845 113 5000
0121 303 1888

Compliments, comments and complaints

We welcome your ideas and feedback and our comment book is always available in the club, please feel free to add to it at any time. Good or Bad!! We will look at this regularly and consider your ideas and comments.

Each year we send out a Parent Satisfaction Survey, this is a chance to have your say in a more structured way. The results are analysed and are published on the website. <http://www.moorhall.bham.sch.uk/moorhens-forms-and-information>

All complaints are dealt with in line with club procedure and/or School Complaints Policy.

The children also have regular opportunity to have their say, either through our termly assessments or in their own comment book.

A small selection of comments are included at the back of this booklet.

Policies and Procedures

All policies and procedures are kept in the club and are available on request. If you have any comments or questions, please speak to a member of the Moorhens Team. Our policies and procedures are regularly updated.

Comments

I like Moorhens because you get to play on the trim trail when you go outside and it can give you a chance to make friends.

Year 4 child

I love Moorhens because I get to play football on the field with my friends and I get to play snooker.

Year 2 child

At Moorhens there is always a variety of activities to play or do and the staff are lovely!

Year 5 child

My daughter comes to the club and really enjoys it. She looks forward to meeting her friends and playing with the dolls and with the dressing up clothes. She doesn't want to come home!!

The staff are friendly and kind and I'm happy she comes here.

Parent



Moor Hall School