



CHEEKY MONKEYS OSC LTD

Company No 08584692



Parent Pack

ABOUT THE CLUB

Cheeky Monkeys OSC is registered with Ofsted (registration number EY471324), and is based in Highfields Primary Academy Burntwood. We primarily serve the children of Highfields Primary Academy and Little Owl Nursery. During the summer holiday play club we offer childcare for children in the local area.

A copy of our latest OFSTED report is available from the club.

We are situated within the premises of Highfields Primary Academy and enjoy the use of the spacious grounds, adventure playground and Tyre park.

Opening times

School term time: 8.00am - 8.55am and 3.25pm - 5.30pm Monday to Friday

Summer holidays: 8.00am - 5.30pm

We do stipulate, because of insurance regulations, that you do not bring your child to the setting earlier than 8.00am and children need to be collected by 5.30pm.

Aims

At Cheeky Monkeys OSC we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care. Our main focus is to support and facilitate the play process. Our play is freely chosen, personally directed and intrinsically motivated.

Well trained and experienced staff will empower children to actively take ownership of their club to implement a stimulating programme of activities. This in turn will develop their confidence, independence, well-being and positive mental attitude.

Staff will ensure children feel secure, are listened to and can openly express themselves and their views.

Our vital partnership with parents will mean they can be confident in the knowledge that their children are receiving the best possible care.

Whether you choose the club as a regular booking provision or to encourage social, creative or physical skills, you can relax knowing that your child will be in a safe, secure and stimulating environment.

What we provide

We provide breakfast during the morning session; this includes a range of cereal, toast and fresh fruit.

The food we provide during the after school club is not intended as a substitute for a main evening meal. We provide a healthy snack and fresh fruit. 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. All staff have fully up to date food hygiene certificates. Fresh drinking water is always available. We meet individual dietary requirements and parental preferences wherever possible. We recognise 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

Cheeky Monkeys Club is staffed by manager and owner Lisa Drover, session manager Natalie Treen, and Claire Evans, playworker. We aim to provide a smooth transition between nursery or school and club.

All our staff have significant experience of working with children, have safeguarding training and undertake professional development. All staff members are DBS checked.

Staff also have designated roles:

Lisa Drover: Special Education Needs Co-ordinator, Equalities and Inclusion Co-ordinator,

Lisa Drover: Child Protection Officer, Designated Safeguarding Lead

Natalie Treen: Parent Partnership, Deputy Safeguarding Lead

Claire Evans: Health and Safety Officer

All staff are First Aid trained and hold a Food Hygiene certificate.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager, Lisa Drover (contact details are at the back of this Handbook).

Organisation

Cheeky Monkeys OSC is run as a private business, employing three staff. We enjoy a close working relationship with Highfields Primary Academy and Little Owl Nursery to ensure continuity of care, and to maintain good communication links.

TERMS AND CONDITIONS

Admission

Cheeky Monkeys aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, except for siblings who will have priority for the same days as a sibling already attending.

We require a completed set of registration forms for your child before they can attend the club. These are available from the club or are available to download from Highfields Primary Academy website, on Cheeky Monkeys page. This information will be treated as confidential and will be stored appropriately.

Permanent bookings will be rolled over to the new academic year. Accounts will be balanced and a new payment invoice will be issued during the Summer break. Please ensure that you have notified Cheeky Monkeys if you do not wish your bookings to be carried over to the next academic year.

Payment of fees

Fees are charged at:

Breakfast club: £4.60 per session, £3.85 concessions

After school session: £9.25 per session, £7.75 concessions

Once permanent sessions have been agreed, an invoice, with a monthly cost, will be emailed. These are calculated on how many sessions, during the academic year, your child attends, then divided into equal monthly amounts, paid September to July inclusive. We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Fees are due by the end of the month they have been invoiced for. If payment is not received by this date, your account will automatically accrue a £5 late fee. A fee of £5 per day will then be charged for the following 7 days. If payment has not been made by this time, then bookings will be suspended until your account is up to date. If your account continues to be in arrears 30 days after the missing payment, bookings will be terminated and legal advice will be taken to recover the debt. Persistent late payments will also result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Payments for casual bookings will be required to be paid for in advance of the session. These bookings require 24 hours' notice to cancel.

If you are late collecting your child, a penalty of £5 per child, each 15 minutes (or part thereof), will be added to your account to cover the extra costs. Frequent late collections will result in your child's bookings being terminated.

Fees are payable by cash or bank transfer. We also accept childcare vouchers and are registered with many of the leading companies, including; The Government Tax Free Childcare Scheme.

All permanent sessions will be charged at full price, this includes: sickness absence, holidays, appointments etc.

Changes to days and cancelling your place

We require one month's notice of termination of permanent bookings, this includes those on a rota or booked termly. If you need to permanently change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible. Unfortunately, we cannot make temporary changes to permanent bookings, although a casual booking can be added if space allows.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed Highfields Primary Academy or Little Owl Childcare, you still need to notify Cheeky Monkeys as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know as soon as possible.

Induction

During your child's first session, time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child to the staff and other children.

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

Access

Access to Cheeky Monkeys is via Highfields Primary Academy main office, reception area. It is operated on a door bell system located next to the school office hatch. The school car park entrance must not be used for dropping off or collecting children.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are always available online via Highfields Primary Academy website for parents to consult.

Arrivals

Please access the setting via the main school reception area and use the Cheeky Monkey door bell, located next to the office hatch. Here your child will be collected by a member of the team. Staff will record your child's attendance and time of arrival in the daily register.

Departures

At the end of the Breakfast club:

Early Years Foundation Stage (EYFS) children will be escorted to either Little Owl Nursery or Highfields Primary Reception class by a member of staff. All other children will be dismissed to their classrooms.

At the end of After School club:

Collection of your child/children will be via the school reception/entrance area. Please use the bell next to the hatch to notify the team.

Children can only be collected by an adult who has been authorised to collect them on the registration form or if Cheeky Monkeys have been notified by the parent who has made the booking. All adults collecting MUST know the child's password. If any member of staff is unsure of who is collecting, then they will contact the parent who has made the booking for confirmation.

The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children Policy** will be followed.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. 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. For more details see our **Safeguarding Policy**.

Equal opportunities

Cheeky Monkeys Club provides a safe and caring environment, free from discrimination, for everyone in our community.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without any form of stereotyping.
- We support children with additional needs
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

Specific needs

We make every effort to accommodate and welcome any child with specific needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**

The Club promotes the ethos of care, consideration and respect for everyone attending: children, staff and visitors.

We 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.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident. We will deal with such cases on an individual child basis.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club, we will contact you and ask you to make arrangements for them to be collected.

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

Accidents and first aid

Every precaution is always taken to ensure the safety of the children and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club, you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak, 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 receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

PLEDGE TO PARENTS

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.
- 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

Cheeky Monkeys OSC Ltd
Highfields Primary Academy
Elder Lane
Burntwood
Staffordshire
WS7 9BT



Facebook Messenger: Cheeky Monkeys OSC

(Available Mon - Fri: 7.30am - 6.00pm)

Please note that during school hours, staff also work for Highfields Primary Academy, therefore there may be a delay with response).



E-Mail: cheekymonkeysosc@outlook.com

Ofsted Registration No: EY471324

Club Staff

Manager:	Lisa Drover
Session leader:	Natalie Treen
Playworker:	Claire Evans

Ofsted

Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231