

- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the supervisor will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the supervisor will contact the police.

Making a complaint to Ofsted: Any parent or carer can submit a complaint to Ofsted about Out of School Club at any time.

Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

The Saints Out of School Club,
St. John's C of E School,
Church Street,
Blackpool.
FY1 3NX



Guidelines for parents / carers.

Please read and keep for reference.

 Ofsted Registered
Registration number: 119595

The Saints Out of School Club.

St. John's C of E School,

Church Street,

Blackpool. FY1 3NX

Club mobile: **07960363386** +

jodie.shorrock@st-john.blackpool.sch.uk

+switched on: 3pm—6 pm during school time.

8am—6pm during holidays.

Answer phone / text otherwise.

The Saints Out of School Club

AIMS & OBJECTIVES:

The Saints exists to provide out of school care for all primary school age children. The Saints is run by St. Johns C of E school and the day to day management is carried out under the supervision of:

**Miss. Shorrock, NNEB & NVQ L3 in PLAY WORK,
The Saints Supervisor.**

**Miss. Biczak, NVQ L3 in PLAY WORK,
The Saints Play worker.**

All staff at The Saints hold up to date DBS clearances and attend regular courses related to the well being of the children attending The Saint's.

AIM:

To provide a caring and secure environment within which children can enjoy play and recreation.

OBJECTIVES:

To provide the necessary facilities for the daily care and recreation of children out of school hours and during the holidays.

OUR MISSION STATEMENT:

“ Everyone matters in God’s world.”

The Saints Out of School Club.

COMPLAINTS:

At The Saints After School Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times.

The supervisor is usually responsible for dealing with complaints. If the complaint is about the supervisor a senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed.

Any complaints made will be dealt with in the following manner:

Stage one Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two—If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the supervisor. The supervisor will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club’s practices or policies as a result of the complaint.

The Saints Out of School Club.

USEFUL CONTACTS:

The Saints:

07960363386 (3pm—6pm), leave a message otherwise.

Email: Jodie.shorrock@st-johns.blackpool.sch.uk



<https://www.gov.uk/complain-about-childcare>

0300 123 4666

enquiries@ofsted.gov.uk

26-32 Store St, Manchester M1 2WD



<https://www.gov.uk/help-with-childcare-costs>

0300 123 4097 Helpline

Email: admin@st-johns.blackpool.sch.uk

contact number:

01253 807495



IF YOU REQUIRE THIS PUBLICATION IN LARGER PRINT OR ARE UNSURE OF ANY INFORMATION PLEASE COME AND SEE A MEMBER OF STAFF WHO WILL BE HAPPY TO HELP.

The Saints Out of School Club

PLEDGE TO PARENTS:

You will always be welcome to discuss our work, have a chat or take part in our activities.

We will:

- Keep you informed of opening times, fees and charges, programmes of activities, menus & 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.
- Ask your permission for outings and special events.
- Listen to your views concerns to ensure that we meet you and your child's needs.
- Keep fees as low as possible.

*The term 'parent' includes guardians, foster parents and others who have care responsibilities for children.

Keep yourself up to date by checking out The Saints notice board located just outside the main school hall and notices on the signing out table.

GENERAL INFO:

The Saints offers childcare services to all. Places are open to all children aged 4—11 years, priority is given to those who attend St. John's School and whose parent / carer is working or in training.

REGISTRATION.

All children must be registered with The Saints before they can attend the club. To ensure the health & safety of your child please provide all essential information, i.e. health conditions, contact numbers etc .It is the responsibility of the parent / carer to return the form complete with information required and ensure details are kept up to date.

If a child is taking medication, has a restricted diet or displays behavior which may require additional care or support this must be drawn to the attention of The Saints Supervisor as a more detailed form will need to be completed.

If there are adults who are legally barred from having contact with the child, a copy of the court order must be produced for The Saint's.

BOOKINGS & PAYMENTS.

All bookings and subsequent payments (currently £6.00 per ASC session) should be made a week in advance, by Thursday of the previous week. A receipt will be given, this will be regarded as confirmation of booking. ASC bookings made on the day of the session required will be charged at £7 per session. Mini sessions are charged at £2.50 per child and run until 4pm. Mini session are only for siblings of children attending other clubs at St. John's CEP

Advance booking is essential with payment to ensure that a place is reserved for your child and so The Saint's team can make the necessary arrangements and will know to collect your child.

If a booking has not been made your child will not be the responsibility of The Saints and will not be collected.

JUST SO YOU KNOW...

More information about The Saints can be found on the parents notice board on the entrance to The Saints or on the signing out table.

If you require further information or you wish to speak to a member of staff about any issues please feel free to arrange a suitable time for a chat.

We at The Saints value the families that we serve and aim to provide a quality service for all.

Alternatively contact Jodie on:

Mobile: 07960363386

Email: Jodie.shorrocks@st-john.blackpool.sch.uk

The Saints Out of School Club

EXAMPLE OF DAILY ROUTINE / MENUS

| | Staff: | Activity: (*) | Snack: (*) |
|---|-------------------------------|---|--|
| Monday | Miss. Shorrock & Miss. Biczak | Outdoor play. Laptops / Ipads. Free choice. | Toast with a choice of spreads. |
| Tuesday | Miss. Shorrock & Miss. Biczak | Outdoor play. Board games / puzzles. Free choice. | Crackers with a choice of toppings. |
| Wednesday (Not in the hall until 4.00pm) | Miss. Shorrock & Miss. Biczak | Outdoor play. Small world / role play. Free choice. | Treat night! |
| Thursday | Miss. Shorrock & Miss. Biczak | Outdoor play. Laptops / Ipads. Free choice. | Scones with various options of toppings. |
| Friday | Miss. Shorrock & Miss. Biczak | Outdoor play. Chill out it's Friday! Free choice. | Fresh sandwiches with fillings. |

All staff at The Saints work at St. John's CEP.

Children have opportunities to play outside daily, weather permitting.

Healthy snacks are provided. (See examples each night.)

Fresh water provided throughout the session.

The Saints Out of School Club

ILLNESSES / ACCIDENTS / INCEDENTS:

SICKNESS, EMERGENCY & APPOINTMENTS.

We request that children who are poorly do not attend The Saints. If a child becomes poorly we will contact the parent or the emergency contact to arrange for the child to be collected.

Refunds cannot be given because of a child's illness unless the place can be filled. Staffing costs still have to be met.

Children who are absent from school due to illness should not attend ASC until they return to school.

Children marked as absent by the school will be made known to The Saints.

ACCIDENTS / INCIDENTS.

If an accident / incident occurs while at The Saints parents / carers will be informed as soon as possible and the matter will be recorded.

At all times during the running of the club there is at least one qualified first aider present.

INFECTIOUS DISEASES.

Any child with any kind of infectious disease eg. Mumps, measles or chicken pox, contagious skin complaints, gastroenteritis and flu etc, will not be admitted to The Saints until it can be verified that the child is no longer infectious.

While at The Saints all children are encouraged to wash their hands before eating and after using the toilet / messy play.

Anti bacterial gel, tissues and wet wipes are always available.

ADMISSIONS:

AFTER SCHOOL CLUB SESSIONS.

Price: £6.00 per session advanced booking / £7 Daily.

Session: 3.00pm to 5.30pm.

Children attending The Saints are collected by a member of staff at The Saints meeting in the hall. Reception children are collected from their class.

All children are escorted from their classes by their teachers.

Children come into the hall where the register is completed.

While at The Saints children have opportunities to play, relax, join in crafts / activities and have lots of fun!

A healthy snack is provided during the session and fresh juice & water is available throughout.

HOLIDAY CLUB SESSIONS.

Price: £20 (full day) / £15 (half day) / £25 Trip day*

Session: 8.30am to 5.30pm / 8.30pm to 1pm—1pm to 5.30pm

(EXAMPLE OF PRICES)

Children attending The Saints holiday club must be escorted into the main room by their parent / carer. All children must be signed in .

Children are stimulated throughout the day with a variety of activities promoting creative, physical and emotional skills.

Outings take place weekly. The main trip being on Thursdays (*). Places cannot be booked just for the trip.

Children are required to bring a packed lunch and come dressed appropriately.

Holiday club runs for February, April, Summer & October holidays.

(*) May change.

CLOSURE / COLLECTION:

UNFORSEEN CLOSURE

In the unlikely event that The Saints has to close, parents will be informed and payments for the session will be rolled over or refunded.

COLLECTION OF CHILDREN.

The Saints closes at 5.30pm, all children must be collected by 5.45pm at the very latest.

- Persons collecting children must be over 16 years of age.
- Persons collecting must be named on the child's registration form.

Parents / carers are asked to wait near the hall door, where they are visible, to be recognized by a member of staff before being let into The Saints. All children must be signed out before leaving.

To protect the children unregistered and unannounced adults will not be allowed access. In cases of an emergency parents must phone The Saints and arrange a password if an 'unregistered' person is required to collect your child.

Parents / carers must adhere to the opening times of the club.

LATE COLLECTION OF CHILDREN.

The Saints has the right to make an additional charge in the event of users persistently failing to collect their child within the specified times (£5 for the first 10 minutes or thereof, £5 for each subsequent 5 minutes or part thereof). This charge will be in line for additional staffing cover. Constant lateness or failure to pay the resulting charge will result in The Saints reviewing the offer of a place.