



**Bisley Base Limited**

**Ofsted reg no**

**EY429384**

**Parents' Handbook**

**2016**

## ABOUT THE CLUB

Bisley Base Ltd is registered with Ofsted (Registration No EY429384), and is based at 196 Guildford Road, Bisley GU24 9EP. The club is open from 3.00pm until 6.00pm weekdays, during term time. We also offer some holiday care; please see our web site for dates.

You can download our last inspection report here [<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/EY429384>]

We are based at the 196 Guildford Road Bisley, 10 minute walk from Bisley School and a short drive in the clubs minibus from Holy Trinity. We have the use of our own building and outdoor space.

### Aims

At Bisley Base we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

### What we offer

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, cookery, and reading. In addition other resources are available for the children to select from our equipment library.

### What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. 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. Fresh drinking water is available at all times. 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

Our Club is staffed by a manager Lynda Faithfull, supervisor Sharon Elliott, and eight playworkers. In addition we have volunteer staff. We aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are CRB checked. We maintain a staff/child ratio of 1:13 for children under the age of eight, in line with statutory requirements.

Staff also have designated roles:

- |                 |    |  |
|-----------------|----|--|
| Sharon Elliott  | 1: | Special Education Needs Co-ordinator                             |
| Lynda Faithfull | 2: | Equalities and Inclusion Co-ordinator, Health and Safety Officer |
| Melanie Jenner  | 3: | Fire Safety Officer, First Aid Co-ordinator,                     |
| Melanie Jenner  | 4: | Behaviour Management Co-ordinator, EYFS Key person               |
| Sharon Elliott  | 5: | Early Years Foundation Stage Co-ordinator,                       |

Lynda Faithfull 6: E safety (Computers and lap top internet access) Child Protection Officer

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 (contact details are at the back of this Handbook).

## **Organisation**

Bisley Base is run as a private business, employing ten staff. We enjoy a close working relationship with Bisley C of E Primary and Holy Trinity West End in order to ensure continuity of care, and to maintain good communication links.

## **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 available for parents to consult at all times.

# **TERMS AND CONDITIONS**

## **Admission**

Our Club 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, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

## **Payment of fees**

The current fees are **£6.00** per child per breakfast session, **£14.00** for an after school session. Fees are payable in advance by cash, bank transfer or childcare vouchers. We accept vouchers from the many schemes.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays unless during term time. Inset days are charged for unless both schools have the same day.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager. Late payment fees will be charged when reminders are sent out on more than one occasion at the rate on £10.

## **Changes to days and cancelling your place**

You must give us a full half terms notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

## 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 your child's school, you still need to notify us 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 ASAP. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

## Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

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 (including meal times, collection, children's meetings), and introducing your child the staff and other children.

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

See our **Child Induction Policy** for more details.

## Arrivals and departures

Our staff collect children from Bisley C of E and escort them to the Club via a predetermined route. Holy Trinity children are brought back in the club's minibus. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10.00 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.30pm and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

## Child protection

We do our utmost to create an environment in which children are safe from abuse and in which 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

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- 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 racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

## Special needs

We make every effort to accommodate and welcome any child with special 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**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere 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, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

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 straightaway. 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. See our **Suspensions and Exclusions Policy** for full details.

## 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. See our **Illness and Accidents Policy** for more details.

## **Accidents and first aid**

Every precaution is taken to ensure the safety of the children at all times 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. For full details see our **Illness and Accidents Policy**.

## **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 your child's key person, 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.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and 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.
- 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**

Bisley Base Ltd  
196 Guildford Road  
Bisley  
Surrey  
GU24 9EP

**Club mobile number: 07789177127 or 01483 799915** (Please leave a voice message if there is no reply.)

**Ofsted Registration No: EY429384**

### **Correspondence Address:**

11 Oakwood Court  
Clews Lane  
Bisley  
Surrey  
GU24 9SJ

Tel (Manager): 07789177127

### **Club Staff**

Manager: Lynda Faithfull

Deputy: Sharon Elliott

Playworkers:

### **Early Years and Childcare Service**

Early Years and Childcare Service  
Children, Schools & Families Directorate  
Surrey County Council, Fairmount House  
Bull Hill, Leatherhead  
Surrey KT22 7AH  
Tel: 01372 833608  
Fax: 01372 833920

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