



DEBS OUT OF SCHOOL CLUBS

WORKING IN PARTNERSHIP WITH PARENTS

We at the Out of School Club aim to provide care for children between the ages of 3 - 11 (Earlybirds and Chwarae Teg) 3 - 14 (Sully). The highest priority is given to employ well qualified, experienced and motivated staff. The aim is to ensure that the children have the continuity of care which is responsive to individual needs and combines caring and understanding with an informed and experienced approach. We wish to work with you to provide the best quality childcare and play opportunities in a pleasant, caring and learning environment.

We will provide:

- A guaranteed place for advance bookings
- Consultation on future developments at the club
- Access to trained staff to discuss your child's progress and to resolve problems
- A safe and caring environment
- Learning opportunities and experiences for your child
- A disciplined approach in a positive and caring manner
- A snack in line with our healthy eating policy, and to suit your child's dietary needs and preferences
- Supervision when your child uses the toilet to observe good hygiene practice

We ask in return:

- You book and pay for your child's place one month in advance
- You give a minimum of two weeks paid notice in writing by a signed and dated letter to terminate your contract with us
- You give notification if your child is unable to attend club
- You give notification if your child is unable to attend club if he / she has contracted a communicable or infectious disease, which is notifiable under health & safety legislation
- You regularly notify us of changes in authorised persons to collect your child

By forming close relationships with the children in their care, staff strive to gain the confidence of all children, producing security and stability.

Programmes have been designed to give opportunities for the children to experience a variety of safe, stimulating play. The children will remain at club until collected by parents or a named person.

All toys, play material, educational resources and equipment at club are of the highest quality and appropriate age range of the children attending. There is no compromise in respect of health, safety and security of the children. We place the children's needs first.

Arrangements

- Children joining the club will be given a full induction.
- The club has an open door policy and parents are encouraged to visit the club, meet the staff and the proprietor, and see how warm and friendly the club is.
- Club staff are always available during club hours for an informal chat to parents / carers about their child's individual needs and progress.
- Alternatively, formal appointments can be made by parents / carers or by the club play leader to discuss a child's progress and / or behaviour. These appointments can be held

outside of club hours. The club's confidentiality policy will be followed in such circumstances. To make an appointment contact the play leader.

- All written records kept on a child are accessible to a parent at any time.
- Parents are responsible for notifying the play leader of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.
- Parents are issued with a detailed handbook outlining the club's policies and procedures. Feedback on these from parents are encouraged.
- Regular "customer satisfaction" exercises will be carried out (i.e. questionnaires) to ensure that the club's service continues to meet the needs of the children and their families. Parents are encouraged to take part in these exercises as their opinion is important to the continued effectiveness of our service and their own child's fulfilment.
- Parents are encouraged to feel part of the club, as we are there providing a service to help them.
- Parents will be encouraged to share their special skills at club to enrich the children's experience of the traditions of different families.

We will:

- Welcome parents at all times to discuss the scheme and our work or take part in our activities
- Keep parents informed of opening times, fees and charges, programmes of activities, menus and procedures
- Be consistent and reliable to enable parents to plan with confidence and peace of mind
- Share and discuss the child's achievements, experiences, progress and friendships
- Ask parents' permission for outings and special events
- Listen to parent's views and concerns to ensure that we continue to meet their needs