



## **Coram's fields – Out of School club**

# **Parent / Carer Handbook**

## **Contents**

1. About Coram's Fields
2. Introduction – Out of School Club
3. How to get more information
4. Every child matters
5. OFSTED
6. Out of School club policies and procedures
7. Cancellation of places and fee policy
8. Late collection
9. What you can expect from us
10. What we can expect from you
11. What to do if you are unhappy with the service

Updated: January 2017

## 1. About Coram's Fields



**Coram's Fields** Children's Playground has been owned and managed by an independent charitable Trust since 1936. Great emphasis is placed on providing a safe and secure park for children, and therefore adults are only allowed into the park if they are with a child. Dogs and alcohol are not allowed in the park.

The buildings of Coram's Fields are used for many children's activities and provision including: sports; Children's Centre (and nursery); Youth Centre; after school club and holiday playschemes.

---

## 2. Introduction: Out of School Club

Coram's Fields out of school club provides a range of supervised play, childcare and learning opportunities for children aged 4-12 years old after school from 3.30pm–6.30pm and during the holidays from 8am-6.30pm.

In a comfortable and safe environment, we offer stimulating, creative fun activities, where children can play with friends and make new ones.

Activities include:

- Arts and Crafts
- Reading and story telling
- Games and Sports
- Drama and music
- Help with school work

Our services provide a happy, caring safe environment where children can:

- Have fun
- Develop their social and other skills
- Build confidence and self esteem
- Form positive relationships with other children and adults
- Share, respect and learn from each other's cultures, experiences and traditions
- Participate in both planned and spontaneous play activities
- Learn through play



## 3. How to get more information

For general information about the Out of School club you can ring or visit the Coram's Fields website.

Contact details:

Coram's Fields Out of school Club

93 Guilford Street

London WC1N 1DN

Tel: 020 7 837 6138 / 020 3384 2212

Email: [oscbookings@coramsfields.org.uk](mailto:oscbookings@coramsfields.org.uk)

or

[kate.gardner@coramsfields.org.uk](mailto:kate.gardner@coramsfields.org.uk)

Website: [www.coramsfields.org](http://www.coramsfields.org)

---

## 4. Every Child Matters

The Government has published five outcomes to support the well being of children in the document **Every Child Matters**; our Out of School Club services are inspected by OFSTED to judge how well we perform against those outcomes.

They are:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being



More information about Every child Matters is available on the website:

[www.everychildmatters.gov.uk](http://www.everychildmatters.gov.uk)

## 5. Ofsted

Ofsted inspect and regulate services which care for children and young people.

All Childcare services including the Out of School Club must be registered and inspected by Ofsted who set out the legal requirements for providers to abide by in order to provide the highest quality of childcare and provision.

Inspections undertaken and written reports provided by Ofsted include information on:

- the quality of the provision for children and how this helps them to develop well
- how well the provider is led and managed
- what improvements have been made since the last inspection
- what still needs to be done to improve the quality of the provision

- the grades that the inspector gave at the end of the inspection

To access further information on Ofsted inspections and reports please visit the website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## 6. Policies and procedures

The Out of School Club has a comprehensive set of policies and procedures. These are updated regularly following changes in legislation or following advice from external agencies for example OFSTED. The out of school club team are required to comply with these procedures in their work. The procedures and policies cover key areas of our work with children and include:



- Child protection and safeguarding
- Key workers and settling in children
- Behaviour management
- If a child has a serious accident
- The administration of medication
- Escorting to and from schools
- Fire drill

A copy of these policies and procedures are available if a parent wants to understand better how we operate.

## 7. Fee Policy

Out of School fees are due in advance (Minimum 2 of weeks).

Our current fees are:

**After School club:** £10.00 per session  
(Subsidised places £5.00 per session)

We understand that on occasion an after school club place may be required at short notice.

Whilst we are always happy to try to accommodate please note:

- Places are subject to availability.
- We would need to be contacted and spoken with before school pick-up - It is not sufficient to send an email or to be spoken to for example at the point of school pick-up.

### Holiday Play scheme:

	Standard rate	Subsidised rate
Breakfast Club 8-9am	£3.00	£3.00
Full Day 9am - 6.30pm	£25.00	£15.00
Half Day Options	£15.00	£7.50

**Please note:** You will need to provide your child with a Healthy packed lunch during holiday playschemes



We ask you to let us know how fees will be paid and on what date of the month. We much prefer for you to pay by standing order - we can now also take card payments via the front office and of course accept childcare vouchers. Cash is always welcome.

If you are having problems paying your fees please speak to us and we will endeavour to support you, however, non payment will result in the loss of your child's place after two weeks and if necessary reclamation of the debt.

### Cancellation of places

Please note that we have to apply these rules for cancellations as we have to work to stringent guidelines on staff numbers to ensure the safety of your child and all the children who use the service.

- We need two week's notice of cancellation of a place before we can give a refund.
- Any cancellation on the day or before the week's notice has been given will be charged at the full fee rate, which will have been paid in advance. This applies in the event of your child's absence from school due to illness etc
- Please give at least two week's notice of holidays or planned absences
- To permanently cancel a booking please provide us with a letter or email to confirm that you no longer require a place at the after school club, subject to two week's notice
- **Requests for additional days or changes to bookings** can be made at any time but please be aware that we may not be able to accommodate your child with little notice due to staffing requirements, but we will try and be as flexible as possible.
- Please note that you must receive confirmation from the Out of School Manager before assuming the booking is set.

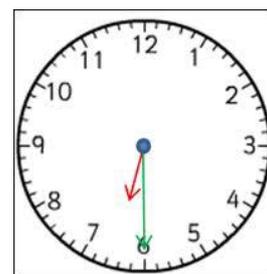
---

## 8. Late Collection

The Out of School club closes at 6.30pm.

We suggest that in order to have enough time to comfortably collect your child's belongings, and sign them out; you arrive no later than 6.25pm.

If you are running late then we would expect to receive a phone call from you.



We charge £5 per child late collection penalty. This will need to be paid at the point of collection. If happens more than three times; this will result in the review of your child's place

---

## 9. What you can expect from us

- Your child will be supervised at all times, by experienced and trained staff who work to all relevant legal requirements.
- There will be 1 staff member for every 8 children aged between 4 and 8 and overall, 1 staff member for every 10 children aged between 8-13 years. We will seek to provide additional staff if required to meet your child's needs
- We will not let children under 8 years old leave our care unless accompanied by you or another agreed person, who must be over sixteen. We will not let children over 8 years old leave on their own unless you have given written permission.

We will also:

- Ensure we always open at the advertised opening hours and inform you of any planned closures – and seek to notify you promptly of any emergency closures.
- Be helpful and polite and share and discuss your child's progress, achievements and experiences with you and listen to your views, and your child's views, and make sure they are heard when planning the service.
- Offer children a choice of things to do through activity programmes, which reflect the diverse community in which we live. We will produce written programmes of activities with weekly updates on notice boards for both after school club and holiday play schemes.
- We will provide healthy snacks at after school club. And healthy breakfasts at Breakfast club during holiday play schemes.
- Make sure that our team attend regular training to keep their skills and knowledge refreshed and up to date.

- Help you to recognise our team by making sure identity badges are worn at all times.

---

## 10. What we can expect from you

- We need you to ensure that all the information that we hold on your child is accurate and up to date. Please complete your child's registration form fully, giving us all the essential details about your child and notify us when these details change.
- It is extremely important that you inform us of any changes to telephone numbers or other emergency contacts details. Please also make sure that your emergency contacts are prepared to collect your child if necessary.
- We want all the children who use our service to feel safe and comfortable while in our care. Protecting children is a shared responsibility. You can help us protect your child by talking to your child about the importance of keeping safe and not leaving the after school clubs or holiday play schemes unattended.
- Please ensure that your child is picked up by 6.30pm
- Please encourage your child to talk to our staff if they have any concerns or worries and please do the same yourself.
- Please provide your child with a packed lunch during holiday play schemes.
- **Spare clothes**  
We have lots of fun messy play. So that your child is fully able to join in the fun please provide them with a change of clothes.
- **Home Toys**  
Please keep children's own toys at home. Genuine "comfort" materials only are acceptable. Home toys in the out of

school club can cause conflict and heartache. The out of school club has sufficient equipment to share with everyone.

- **Scooters**

We understand that scooters are a great way for your child/ren to get around, however during school picks up's; when there is a large group of children, they become hazardess. Please ensure that your child does not bring their scooter to school on days they are coming to club.

investigation within 28 days of having received the complaints.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss with us please contact Ofsted:

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester, M1 2WD

---

## 11. What to do if you are unhappy with the service

At Coram's Fields Out of School Club, we want to make sure that the children have a safe, enjoyable and happy time with us. We aim to do this in the following ways:

- Working in partnership with all parents / carers to meet the needs of children.
- Maintain good communication links with each other at all times
- Asking you to tell us immediately if there is any aspect of our service you are not happy with, so we can make every effort to resolve the matter

Parents can make a complaint verbally or in writing to:

- Kate Humphrey: Coram's Fields Out of School Manager  
[kate.gardner@coramsfields.org.uk](mailto:kate.gardner@coramsfields.org.uk)  
020 33842212
- Stuart Woods: Director  
[stuart.woods@coramsfields.org.uk](mailto:stuart.woods@coramsfields.org.uk)  
020 7837 6138

We must investigate written complaints relating to the requirements of the Early Years Foundation Stage and Childcare register, and notify the complainants of the outcome of the