



CHEEKY MONKEYS OSC LTD



Parent Pack

ABOUT THE CLUB

Cheeky Monkeys OSC is registered with Ofsted (registration number EY471324), and is based in Highfields Primary School Burntwood. We primarily serve the children of Highfields Primary and Little Owls Nursery. During the summer holiday play scheme 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 School and enjoy the use of the spacious grounds, adventure playground and tyre park.

Opening times

School term time – 8.00am – 8.55am and 3.15pm – 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. Late collections will incur a penalty of £4.00 per child, each 15 mins (or part thereof) to cover the extra staff costs. Frequent late collections could result in your child's place being withdrawn.

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 and positive mental attitude.

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

Our vital partnership with parents means they can be confident in the knowledge 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 healthy snacks, including 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. 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 and owner Lisa Drover, session leader Natalie Treen, and playworker, Claire Evans. We aim to provide a smooth transition between nursery or school and club.

All of our staff have significant experience of working with children and undertake professional development training. 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: Designated Safeguarding Lead

Natalie Treen: Parent Partnership, Designated Safeguarding Deputy 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 (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 School and Little Owl Nursery in order 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, with the exception of 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 School website, on Cheeky Monkeys page. 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

Fees are charged at:

Breakfast club: £4.25 per session, £3.50 concessions

After school session: £8.50 per session, £7 concessions

Fees are payable in advance by cash or bank transfer or childcare vouchers. We accept childcare vouchers and are registered with many of the leading companies.

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

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. There is a late charge of £5 if non-payment of an invoice has not been received within 14 days of issuing. 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.

Changes to days and cancelling your place

We require one month's 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 Cheeky Monkeys 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 as soon as possible. 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 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 through the main school 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

Cheeky Monkeys have 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 online via Highfields Primary School website for parents to consult at all times.

Arrivals

- Please follow the school procedure, only allowing one family at a time within the reception/entrance area. Here your child will be collected by a member of the Cheeky Monkeys 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.

Please follow the school procedure, only allowing one family at a time within the reception/entrance area. Parents are also asked if they could wear a mask when entering the school. Here your child will be brought to you by a member of the Cheeky Monkeys Team.

Staff will sign your child out to avoid the sharing of pens and to try and reduce the time in the setting.

If the reception/ entrance is already occupied, please queue along the front of the school.

Children can only be collected by an adult who has been authorised to collect them on the registration form.

The child's parents or carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parents or carer for confirmation if they have any concerns regarding departures and the adult will be asked to use the password given on the registration form.

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.

Covid 19

Cheeky Monkeys OSC recognises the importance of advanced planning in order to maintain services and limit the spread of the new coronavirus, known as COVID-19, within our setting.

COVID-19 is a viral infection similar to flu, spread from person to person by close contact. It typically causes fever and a dry cough, and in some cases may progress to viral pneumonia which cannot be treated by antibiotics. Symptoms of COVID-19 can include:

New, continuous cough	Sore throat
Fever (37.8 degrees and above)	A change to taste or smell
Difficulty breathing	

The initial symptoms are not dissimilar to other colds and flu-type illnesses.

Any child who becomes ill with symptoms which could be COVID-19 while at the Club will be isolated from the other children by at least two metres until the child can be collected by his or her parents.

The child must then be tested for the Coronavirus infection.

Since Wednesday 22nd December, the 10 day self-isolation period for people who record a positive PCR (or from Tuesday 11th Jan 2022 a positive LFD) test result for COVID-19 has been reduced to 7 days in most circumstances, unless you cannot test for any reason.

Individuals may now take LFD tests on day 6 and day 7 of their self isolation period. Those who receive two negative test results are no longer required to complete 10 full days of self-isolation. The first test must be taken no earlier than day 6 of the self-isolation period and tests must be taken 24 hours apart. If both these test results are negative, and you do not have a high temperature, you may end your self-isolation after the second negative test result and return to your education setting from day 8. Anyone who is unable to take LFD tests will need to complete the full 10 day period of self-isolation.

Should any children or staff experience symptoms of COVID-19 they should stay away from the Club until all symptoms have passed and they test negative for the virus.

If any staff, children or parents are notified via the 'Track and Trace APP', they must follow the guidelines given by the NHS.

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

Our Club promotes diversity through 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.

Special Educational Needs and Disability

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 educational needs or disability.

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 Cheeky Monkeys. 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 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 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 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.

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 to the Manager, or any other member of staff.

Verbal complaints will be discussed amongst staff and actioned.

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 School
Elder Lane
Burntwood
Staffordshire
WS7 9BT



Facebook: Cheeky Monkeys OSC



E-Mail: cheekymonkeysosc@outlook.com

Cheeky Monkeys can also be contacted through Highfields Primary school

Telephone: 01543 227160

Ofsted Registration No: EY471324

Club Staff

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

Ofsted

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