



Prospectus – 2019/2020



Welcome to Little Oaks
at St Mary's
“From tiny shoots
your children grow”

About the Club

Little Oaks before & after school and holiday club is registered with Ofsted (registration No EY417781), and is based in the huts to the rear of St Mary's Catholic Primary School. Little Oaks is open from 7.30am to 9.00am and 3pm to 6pm weekdays, during term time. We also offer holiday care from 8.00am to 6pm.

We offer a safe, welcoming environment where children can learn through play. Our building, at the back of St Mary's Catholic Primary school in Studley, provides an excellent venue for our children to participate in a wide variety of activities, supervised by our experienced staff. The area comprises of two large mobile classrooms. We also have access to the school fields and playgrounds, giving even greater areas for safe and suitable outdoor play and discovery.



Aims

At Little Oaks 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.



What we offer

Little Oaks follows the Play work 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 trains, construction, physical play and reading. In addition, other resources are available for the children to select from our equipment library.

What we provide

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. The food we provide at Little Oaks is not intended as a substitute for a main evening meal. 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.

Staffing

Little Oaks is staffed by a manager, deputy and four play workers. We aim to provide a smooth transition between school and club. All our staff have experience of working with children and undertake professional development training. All staff members are DBS checked.

If you have a query or concern at any time, please speak to a member of staff at Little Oaks when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact Little Oaks, contact details are at the back of the handbook.

Organisation

Little Oaks is run as a private business employing six members of staff. We enjoy a close relationship with St Mary's Catholic Primary School in order to ensure continuity of care and to maintain good communication links.

Policies and procedures

Little Oaks has clearly defined policies and procedures. Copies of the policies are available for parents to consult at all times.

Terms and Conditions

Admission

Little Oaks 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 will 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 Admissions 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.

Payment of Fees

The current fees are as follows

- Mornings £5.00
- Pick up before 4pm £5.90
- Pick up before 6pm £9.95
- Holiday ½ day £15.00
- Holiday full day £22.50
- Late charges after 6pm are charged at £20.00 for every 15 minutes, or part of, that you are late.



Fees are payable in arrears by cash, cheque, bank transfer or childcare vouchers. We are also enrolled onto the tax free childcare scheme.

Cheques should be made payable to St Mary's Studley Childcare Ltd.

Please ensure that fees are paid promptly. Non – payment for more than one month may result in your place being terminated. A £10.00 late payment charge will be issued should you fail to pay by the deadline indicated on the invoice.

Changes to Days

If you need to change the days your child attends, please contact the setting as soon as possible. We aim to accommodate such changes wherever possible.

Please remember we need to know if your child will not be attending for any reason. Even if you have informed your child's school, you still need to inform us at Little Oaks as school does not automatically pass on the information to us. If your child does not attend a booked session, we will treat them as a 'missing child' unless you have notified us of their absence.

Little Oaks requires **48 hours** cancellation, otherwise you will still be charged for your child's place. In cases of illness or emergency when notice cannot be given, please call as soon as possible. Contact details can be found at the end of this handbook.

Induction

You and your child are welcome to visit Little Oaks 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 the club rules and routines (including snack time and collection), and introducing your child to the staff and other children. See our Child Induction Policy for more details.



Arrivals and Departures

Our staff collect children from St Mary's Catholic Primary School and escort them to the setting. 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.

Little Oaks closes at 6pm prompt, if you are delayed for any reason please telephone us to let us know. A late payment fee of £20.00 per 15 minutes, or part of, will be charged if you collect your child after Little Oaks has closed.

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.



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

Little Oaks 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 clubs 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 see our Equalities Policy.

General Information

Child Behaviour

Children and staff have created mutual rules for acceptable behaviour whilst at Little Oaks. These are displayed at Little Oaks for everyone to see. We have a clear Behaviour Management Policy.

Little Oaks 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 with the courtesy that we expect from them and engaging children in activities.

Little Oaks has procedures for dealing with unwanted 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 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 straightaway. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child. See our Suspensions and Exclusions Policy for full details.

Adult Behaviour

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. Little Oaks is a place of safety and security for the children who attend and the staff that work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our Aggressive Behaviour Policy for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at Little Oaks we will contact you and ask that you 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 them to 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 Little Oaks 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. See our Illness and Accidents Policy for more details.

Pledge to Parents

We value the relationship with parents/carers and are committed to working in partnership with you to provide top quality care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in activities.
- Keep you informed of opening times, fees and charges, programme 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.

Medication

Please let the manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Little Oaks you will need to complete a 'Permission to administer medicine' 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 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.

Contact Information

Little Oaks @ St. Mary's,
St. Mary's Catholic Primary School,
Pool Road,
Studley,
Warwickshire,
B80 7QU

Manager: Miss Ellis Holtom

Telephone: 01527 853592

Mobile: 07958231068

Ofsted Registration Number: EY417781

Ofsted,
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD

Telephone: 03001231231