



# Coram's Fields Out of School Club

Parent/Carer Handbook



## **About The Club**

Coram's fields Out of School Club (OSC) is registered with OFSTED, Registration number 2799121. The club is open from 3.30PM-6PM weekdays during term time. We also open all school holidays from 8.30am-5.30PM, except for Christmas.

Set within a Seven Acre park and Playground the OSC provides a range of supervised play, childcare and learning opportunities for children aged 4 (Must be in reception class) up to 12 years. In a comfortable and safe environment, we offer stimulating, creative and fun activities, where children can play with friends and make new ones.

## **What we offer**

Our OSC follows the playwork principles, so 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, arts/crafts, board games, construction, cooking, sports, access to the playground, off site trips and much more!

The food we provide at the club is not intended as a substitute for a main meal. We provide healthy snacks including fresh fruit and vegetables. We promote independence by encouraging children to prepare their own snacks, and to clear away after themselves. Fresh drinking water is always available. We meet individual dietary requirements and preferences as indicated on registration form. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Breakfast and snacks are provided during holidays too however please do note that, during play-schemes parents/carers are to send their child/ren in with a healthy snack that doesn't contain NUT products or fizzy drinks.

## **Staffing**

Our Club is staffed by a manager, Kate Humphrey, Senior playworker, Stephanie Deoliveira and three playworkers. In addition, we have a pool of sessional workers and volunteers who ensure a smooth transition from school to club as well as support during holiday schemes.

All our staff have significant experience of working with children, have appropriate DBS checks and undertake professional development training. We aim for a staff/child ratio of 1:8 for children aged under 8, and a staff/child ratio of 1:10 for children aged over 8.

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 on 02033842212 or via email: [kate.humphrey@coramsfields.org.uk](mailto:kate.humphrey@coramsfields.org.uk)

## **Policies and procedures**

The club has clearly defined policies and procedures. Key points are included in this handbook. Copies of the full policies are kept at the club and are available on request.

## **Registration**

Anyone wishing to join the OSC must register an account and their child on our online system.

<https://coramsfieldsosc.ipalbookings.com/>

Once registered you will be able to check availability and book in sessions for after school and holidays.

## **Payment and fess**

The current fees are £13.00 for an after-school session and £29.50 per session for the holiday schemes. Fees are payable if your child is absent from school due to sickness.

All fees are payable in advance by childcare vouchers, tax free credit scheme, Bank transfer or cash/card in the OSC office.

Subsidy rates are available for Camden residents who are working with a household income lower than 35K or if you're a full-time student. Please do speak to a member of the team for further details.

## **Cancellations**

Parents are in control of cancelling spaces via their online account. Two weeks' notice must be given for a credit to be issued on the account.

Day swaps are also considered as a cancellation unless the required notice period is given to cancel a day.

## **Late fee**

If you are late to collect your child for the booked in session you will incur a £5 late fee, this will be invoiced to you automatically via the online system.

## **Induction.**

We encourage parents or carers to visit the premises with their child shortly before they are due to start. This gives children the opportunity to look around the club and ask any questions. It also provides an opportunity for parents to get support on using the online booking system.

During a child's first session, they will be introduced to other children and the team and time is set aside to discuss the routine and go over the club's rules.

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

### **Arrivals and departures.**

We provide a school escort service for St George the Martyr, Christopher Hatton, St Albans and Argyle during term time. Children will be signed in on arrival and then out again when someone collects who is authorised to do so. If someone is collecting that is not indicated on the registration form, please do inform them of the password and make a note on your online profile or let a member of the team know.

Please do note that drop off and collection must be by done by a person over the age of 16 years.

The club finishes at 6PM term time and 5:30 during holidays. If you are delayed for any reason we would expect a phone call, the late fee penalty will be invoiced to you.

If your child is at the club 30 minutes passed closing time and you have not warned us that you will be delayed and if we are unable to reach you or any of the emergency contacts listed on the form, we will follow our uncollected child policy and contact the social care team.

### **Behaviour (Children)**

We aim to work towards an environment in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Children and staff have created rules for acceptable behaviour whilst at the club, these are on display for everyone to see.

We encourage appropriate behaviour through praise for good behaviour, emphasis on co-operative play and sharing, talking to children with courtesy that we expect from them when 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 and for reasons that may not always be evident, or because of an additional need.

If your child is violent, or if their behaviour poses immediate danger to themselves or other, then you will be required to collect your child immediately. In exceptional circumstances and only when all other attempts of behaviour management have failed, we reserve the right to permanently exclude your child from the service.

### **Behaviour (adults)**

We will not tolerate from any person, whether a parent, carer or visitor; bullying, aggressive, confrontational, or threatening behaviour intended to result in conflict. Our club is a place for safety and security for the children who attend and the staff who work here.

### **Accidents and first aid.**

Children will need to take risks in their lives to build resilience. Our skilled workers will identify hazards and minimise risk within the environment and build relationships with children so that

they understand what an acceptable risk/challenge is. All the core play team will have Paediatric first aid training as a minimum requirement with other staff undertaking basic first aid training online. If your child does have an accident, the relevant form will be completed, you will get a notification via your portal and be notified at the end of the day too.

### **Medication**

If your child may need access to emergency medication or prescription medication such as Asthma pumps, please ensure you have completed the medical form with medication on the online profile. We can only administer prescribed medication that is in the original packaging with pharmacist dispensing label on.

### **Complaints**

If you have any queries, comments or need to discuss matters concerning your child, please feel free to speak to one of the team as we need to work

- 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 33842201

### **Privacy Notice**

At Corams fields Out of school club we respect the privacy of the children attending and their families. The personal information we collect about you and your child is used only to provide appropriate care for them, maintain our service to you and communicate with you effectively. Our legal basis for processing personal information relating to you and your child is so that we can fulfil our contract with you.

Any information you provide is kept secure. Data that is no longer required \* is erased after your child has ceased attending the club.

We will use contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our club and other relevant news and communicate regarding payment of fees.

We only share personal information about you and your child/ren if with another organisation if we:

- Have a safeguarding concern about your child

- Are required to by governing bodies or law enforcement agencies.
- Engage with a supplier to process data on our behalf, for example ipal our online booking system.
- Have obtained prior permission.

You have a right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- We will not be able to continue to care for your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately. If you have a complaint about how we kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the information commissions office (ICO).

\*We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child has left the service, but we delete as much personal information as possible)

#### Pledge to parents

We value our relationships with parents/carers and are committed to working in partnership with you to provide the best experience and care for your child. We will:

- Welcome you always to discuss work, have a chat or take part in activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus and procedures.
- Be consistent and reliable to you to plan with confidence and peace of mind.
- Share and discuss decisions about running the club.
- Ask your permission for outings or special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

#### **Contact Information**

Coram's Fields Out of School Club

93 Guildford Street, London, WC1N 1DN

Telephone: 0203 384 2212 (if no one answers please leave a voicemail)

Club Mobile: 07899629716 (If no one answers please send text or what's app message)

OFSTED Registration: 2799121

OFSTED

Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231