

Bright Sparks

Parent Handbook

Welcome to New Bright Sparks

At Bright Sparks, we are committed to providing a quality service for both children and parents/carers alike. We aim to deliver a safe and secure environment with a pleasant, fun and friendly atmosphere.

Bright Sparks provide care for children aged 4 to 11 years before school and after school to allow parents to return to work, change their working hours or access training.

Play is freely chosen at Bright Sparks with crafts and games available on a daily basis within our playrooms and our outdoor area.

Bright Sparks is located in the Little Light House next to New Brighton Primary School, accessible from Vaughan Road (entrance is the next gate down from the schools main entrance).

What Bright Sparks has to offer your Child

Through themed topics we aim to provide a wide range of both indoor and outdoor activities such as:

- Cookery
- Craft
- Board Games
- Reading Area
- Dressing up Corner
- Construction Area
- Quiet Area
- Games Consoles
- Team Games

Pledge to Parents and Carers

Bright Sparks recognises that parent/carers play the fundamental role in a child's development and this should be acknowledged on the basis for a partnership between Bright Sparks and Parent/Carers.

The staff team is committed to working in a partnership with Parents/Carers to provide high quality safe and stimulating care, learning and play opportunities for children. Bright Sparks aims to achieve this by:

- Welcoming you at any time to discuss our work, have a chat or take part in our activities
- Keeping you informed of any changes within the club
- Being consistent and reliable to enable you to plan with confidence and peace of mind
- Providing you and your child with a key person to share and discuss your child's achievements, experiences progress and friendships
- Asking your permission for outings and special events
- Listening to your views and concerns to ensure that we continue to meet your needs
- Providing you with support to reach your child's needs

Breakfast Club

7.45am – 8.55am Term time only

£4.00 per child per day

Children attending Breakfast Club have a choice of a hot or cold breakfast. Assorted cereals, cereal bars and fresh fruit are available every day or children wishing to have a hotter breakfast can choose from toast, pancakes, fruit loaf, toasted muffins or crumpets.

They can enjoy fresh milk, water or juice to accompany their breakfast.

Breakfast is available until 8.25am after this time children will only be offered fruit or a cereal bar due to time restrictions.

Out of School Club

3.30pm – 5.55pm Term time only

£8.00 per child per day

Children are met by staff in the lower school hall and are escorted to Bright Sparks, where children can freely choose to enjoy a craft activity, relax in the quiet area, watch some TV, read a book, play a game, perhaps make a junk model or weather permitting play outdoors in our play area. At around 4.30pm each evening we offer the children a tasty snack and refreshing drink, however this is not intended to substitute an evening meal received at home.

We recognise the importance of healthy nutrition for children and we ensure fresh fruit is always offered as an alternative to that days snack.

Any specific dietary requirements must be stated on the administration form, Bright Sparks will where possible try to cater to specific dietary requirements, where this is not possible parents are welcome to provide an alternative snack for their child. If a parent wishes to provide their child with an alternative snack this must be in the form of a packed lunch. Unfortunately due to time constraints Bright Sparks are unable to heat/cook different food items for individual children. If you wish to provide your child with their own snack please arrange this with staff first.

Important Information

Bright Sparks Staff

- Administrator – Carol Wilkes
- Childcare Co-ordinator – Laura Hurst
- Play workers – Cherie, Joanne, Dee, Jason and Liz

You can contact staff directly on the following mobile number:

- **07975677992 Little Light House**

Mobile is switched on 7.35am to 8.45am and 3.05pm to 6.00pm Mon to Fri at all other times please either leave a voice or text message and staff will get back to you.

For those of you needing an address and Ofsted Registration Number for benefit reasons the details are as follows:

New Bright Sparks

New Brighton Primary School

Vaughan Road

Wallasey

Wirral

Ch45 1LH

Ofsted URN - 104992 (School based Out of School Club)

Bright Sparks Terms and Conditions

We cannot accept any child unless we have:

- A fully completed and signed registration form including emergency consent
- Payments must be paid in advance for childcare by Direct Debit only
- Notice must be given if a child is to be collected by anyone other than the usual carer
- Two weeks paid notice must be given for long term changes of days or for cancelling your place
- If you are held up and will be late collecting your child you must contact staff and let them know when you hope to arrive

As stated on our behaviour policy Bright Sparks have the right to exclude children who demonstrate unacceptable behaviour from various sessions for the child's own safety and that of others.

Please remember these terms and conditions have been set in place for everyone's benefit.

Prices

- Out of School Club

3.30pm to 5.55pm

£ 8.00 per child per session

- Breakfast Club

7.45am to 8.55am

£4.00 per child per session

Fees must be paid in advance for childcare by direct debit.

Payment must be made in advance on a regular weekly/monthly/termly basis.

A £5.00 admin charge will be added each week for if payment is not received.

Fees are payable on all sessions your child is booked into, even if they do not attend.

The direct debit payment the details are as follows:

Bank Name: HSBC

Account Number: 91752405

Sort Code: 40-45-14

Please see our Payment of Fees Policy for more information.

Late collections after 6.05pm will be charged £5.00

Policies and Procedures

Bright Sparks operates under a number of policies and procedures, copies of which are held at the club and are available upon your request. Below are some of our policies and procedures if you wish to see the full set or look at these in more detail please ask a member of staff.

- **Admissions and Fees Policy**

Admissions

A waiting list system is used for admission to the club. The waiting list is operated on a first come first served basis, with the exception of siblings who have priority for the same day/s as a sibling already attending.

A completed registration form is required for each child attending. This form contains important information concerning your child and is confidential.

Re-enrolment is required at the end of the summer to determine your child's place at the club the next school year.

Bright Sparks is committed to providing a fair and open admission system that offers competitively priced and good value service.

Payment of Fees

Fees are payable in advance through direct debit.

Direct debit payment the details are as follows:

Bank Name: HSBC

Sort Code: 40-45-14

Account Number: 91752405

If fees are not paid on time Bright Sparks will notify the parent/carer in writing/text requesting payment, a £5.00 admin charge will be added to your account if fees are not paid on time.

If fees are not paid on time the administrator has the right to terminate the child's place and pass the account onto Sundry Debtors.

Parent/carers are encouraged to speak to the administrator if they have any query about their fees or if for any reason they are likely to have difficulty making a payment on time.

Please note fees are payable for everyday your child is booked in to New Bright Sparks even if your child does not attend every session.

- **Cancellation or Temporary Changes Policy**

If you need to cancel your child's place or change days of attendance two weeks' notice is required and must be given by written notification. Temporary changes such as holidays need to be given in written form stating last day of childcare and return date.

If your child is attending an after school club, Bright Sparks must be informed of:

- Club name
- Start and end date and time
- Whom will be collecting your child from the club i.e. Bright Sparks or carer

- **Complaints Policy**

If you have a complaint or concern we would like you to tell us about it. We welcome suggestions for improving our work and we provide a suggestions box for parents to use. Please be assured that no matter what you want to tell us our support and respect for you and your child will not be affected in any way. Please tell us of your concerns ASAP it is difficult for us to investigate properly an incident or problem which has happened some time ago.

Most concerns can be sorted out quickly by speaking with either your child's key worker the childcare coordinator or the supervisor.

If you are dissatisfied with the childcare coordinators response you can make a written complaint. A full investigation of the complaint will then take place and you will receive a written response to your complaint within 28 days.

Normally the problem will be solved by this stage however if you are still not satisfied you can contact OFSTED on –

0300 123 123 1

Or by writing to –

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2wd

A record of all complaints and their outcomes are kept on the premises and are available to read by appointment.

- Health, Illness and Emergency Policy

First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. There is always at least one member of staff with a first aid qualification present and a first aid kit is kept on the premises and carried on outings. We operate an accident procedure and fire drills and risk assessments are carried out regularly.

Medication Policy

Bright Sparks staff need to be aware if your child is taking prescribed medicine. Please speak to the childcare coordinator or supervisor if medication needs to be administered during club time as a medication administration form will need to be completed by the parent/carer before medication is given. Staff can only administer medicine prescribed by a GP, nurse, pharmacist or dentist.

Staff have the right to decline any request if they in anyway feel uncomfortable.

Illness Policy

We are unable to care for children that are unwell and therefore parents/carers will be contacted immediately. Please inform the coordinator of any infectious illness your child contracts. This reduces the risk of infection to staff and fellow children. Please also inform staff if your child contracts head lice and only bring them back to club once they have been fully treated.

Sun Protection

In warm weather Parents/carers are encouraged to provide sunscreen and sun hat for their child. Children may be unable to play outdoors if they do not have adequate sun protection.

- **Staffing Policy**

Bright Sparks employs a childcare coordinator and a supervisor along with a number of assistants, all our staff are experienced and qualified in keeping with National Care Standards and are required to undergo continual training and development. Recruitment of staff is in line with National Care Standards and all members are police checked through Criminal Records Bureau.

- **Behaviour Management**

Bright Sparks recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. The aim of our behaviour management policy is to help children to:

- Develop a sense of caring and respect for one another
- Build caring and cooperative relationships with other children and adults
- Develop a range of social skills and help them learn what constitutes acceptable behaviour
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement

Bright Sparks will manage behaviour around the following principles:

- Staff and children will work together to establish a clear set of ground rules
- Ground rules will apply equally to all children, staff and visitors
- Positive behaviour will be reinforced with praise, encouragement
- Negative behaviour will be challenged in a calm assertive manner; staff will be open in stating and explaining non-negotiable issues in a clear calm and positive manner.
- Staff will make every effort to set a positive example by behaving in a friendly and tolerant manner themselves promoting an atmosphere where children and adults respect and value one another
- Staff will facilitate regular and open discussions with children about their behaviour helping them understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes of their actions
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently
- Staff will try to discuss concerns with parents/carers as soon as possible in an attempt to identify the causes of negative behaviour and share strategies

Persistent unacceptable behaviour may end in a serious action taken in accordance with the suspensions and exclusion policy

In the case of violence or behaviour that poses an immediate danger a child is required to be collected promptly. New Bright Sparks will not tolerate from any child:

- Bullying
- Aggressive Behaviour
- Confrontational behaviour
- Threatening behaviour
- Behaviour intended to result in conflict

- **Bullying Policy**

Bright Sparks is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our club whether the offender is a child or adult. The victim is never responsible for being the target of bullying. Everyone involved in New Bright Sparks staff, children, parent/carers and visitors will be made aware of Bright Sparks stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

Bright Sparks defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse.

Staff will make every effort to create a tolerant and caring environment in Bright Sparks, where bullying behaviour is not acceptable staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

- **Specific Needs Policy**

Bright Sparks is aware that some children have specific needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome and that our activities promote their welfare.

- **Equal Opportunities**

Bright Sparks is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment free from discrimination for everyone in our community.

Bright Sparks aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. New Bright Sparks will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, Nationality, class, religion, culture, gender, language, sexual orientation and disability.

Bright Sparks Admission Form

Childs Details

Surname Forename

Date of Birth Class

Please indicate which sessions and days you would like to book:

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast Club					
After School Club					

Name of Parent Name of Parent

Home Address Home Address

.....

.....

Home Telephone Home Telephone

Mobile..... Mobile.....

Work Number..... Work Number.....

Who has parental responsibility for your child?

.....

Does anybody not have legal access to your child? e.g. residence order, contact order, injunctions etc

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In an emergency if we cannot get hold of you who shall we contact:

..... phone number

..... phone number

..... phone number

Name of adults authorised to collect your child other than yourself

..... relationship to child

..... relationship to child

..... relationship to child

..... relationship to child

Passwordto be used if someone other than named persons collecting child

Medical Details

Doctors Name

Doctors Address.....

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Doctors Phone Number

Does your child have any medical concerns we need to be aware of?

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Does your child have any dietary needs we need to be aware of?

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What is your child’s first language (spoken at home)?

What is your child’s religion?

Consent

- I give permission for photographs to be taken of my child YES NO
- I agree for my child to be included in local visits (park/prom etc.) YES NO
- I give permission for emergency first aid to be administered to my child YES NO
- Is your child allergic to plasters? YES NO
- I agree that in the event of an emergency, if I am not immediately contactable or able to reach Bright Sparks, staff may accompany my child to hospital in an ambulance.

I understand that if the Medical Professionals deem it necessary to give or to not give medical treatment they are responsible for the outcome.

I understand that the role of Bright Sparks staff is only to provide comfort and security to my child until I arrive. The member of staff will give permission for whatever emergency treatment the Medical Professionals deem necessary, unless otherwise instructed by me. The member of staff nor Bright Sparks cannot be held responsible for the decisions made by Medical Professionals or their outcome, effect etc.

I understand and agree with the above statement YES NO Signed

- **I understand that my place in Bright Sparks will be terminated if fees are unpaid and the account may be passed to a Debt Collecting Agency YES NO**
- **I understand I must pay even if my child is absent/on holiday/doesn't attend YES NO**

Is there any other information you would like to tell us?

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.....
.....

I agree that all of the above information is correct

Signed Parent/carers

Date

Childs Name