



Mr H — Out of School Club

Information Pack 2023/2024

Mr H Out of School Club Childcare

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Mr H Out of School Club Childcare

Head Office:

25 Glenbrooke Terrace,

Low Fell

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Telephone: 07787112087

Email:

mrhoutofschoolclub@yahoo.com

Website: Under construction

I. Introduction to Mr H Out of School Club Childcare

Mr H Out of School Club is part of the parent business Mr H Outdoor Experiences Ltd. The business started trading in March 2021 and Mr H Outdoor Experiences has provided outdoor learning in schools and at Woodland Clubs on the Norwood Woodland Site at the Team Valley in Gateshead.

Mr H Out of School Club is a new and exciting part of the business and has offered after school clubs at Gosforth Central Middle School, since September 2022. A breakfast club and holiday clubs are currently being investigated for 2023/24.

At Mr H Out of School Club Childcare we understand that all children are unique and we strive to continually provide high quality out of school provision that meets their individual needs. We have a staffing structure that provides quality care and ensures our provision is reliable and dependable. We provide:

- After school clubs

that aim to help and support children to learn, develop and play in an inclusive environment that values diversity, is safe, welcoming, positive and fun. Our policies and practices reflect this.

I.1 Staff at Mr H Out of School Club Childcare

Within the small staff team, there is good experience of working with children and young people. They understand the value of and are committed to providing the highest possible quality for all families. Staff have a qualification, ranging from NVQ level 2 or equivalent to BA Hons (greater than that required by Ofsted) meaning we are graduate led. Between them they have experience of working in nurseries, education and some of the staff are working parents, so understand how parents feel when leaving their children in someone else's care.

I.2 Services offered

Breakfast clubs: Not currently offered

After school clubs: The after school club opens once school ends to 5.50pm (doors close at 5.50pm). Mr H staff will collect the children from school staff and take them to the after school club. Parents and carers will collect the children at the end of the session from the side door through gates at the staff carpark or if prior permission parents/carers can agree to allow children to walk home. Children who are attending clubs provided by the school, are to make their way to the Mr H Out of School room once the clubs are finished, and taken into the after school club until 5.50pm. This means children do not miss out on activities provided by the school to support their learning.

A healthy snack is included in the price for the session. This will change daily and can toast, crackers, cheese, fresh fruit and vegetables (not an exclusive list). Children's suggestions are used to prepare our weekly menus. Children who attend any clubs provided by the school will be given snack in the after-school club.

There is always a choice of activities for the children to participate in. All children are consulted on what activities

they would like to do. Activities will be varied and may include games, arts and crafts, open ended materials, retro board games and access to outdoor playing fields and playgrounds attached to the school.

Holiday care: Currently unavailable. Mr H Outdoor Experiences offers Woodland/Nature Clubs in Gateshead during the holidays. Check out the Mr H Outdoor Experiences Facebook page.

2. Quick guide to using Mr H Out of School Club Childcare

If you wish to access services offered by Mr H Out of School Club Childcare you must:

- Complete a **Contract Form** each year (September to July) for each child. This gives you all the information you should need about using the club(s) and forms the basis of the terms and conditions for using Mr H Out of School Club Childcare,

or

Complete a **Termly Contract Form** for each child. This contract is for parents who cannot commit to fixed days due to changes in shift patterns. The termly contract will be issued to parents to complete and a separate Termly Form issued at the beginning of each term to select their chosen days each week – availability permitting. Cancellation policies apply.

- **School notification:** Mr H Out of School club will inform the school days your child will be attending.
- **Policies and procedures:** There are a comprehensive set of policies and procedures for the club. Individual policies are available on request
- **Notification of any changes:** Please ensure that any changes, particularly to contact details or medication are given to Mr H Out of School Club Childcare immediately.

Copies of our Contract forms and information about our services i.e. Prices, contact numbers and staff details are available on our website ([under construction](#)). If you require hard copies of any of the documentation, please request this from the Club Manager.

2.1 Making bookings for your child to attend the club

After school club: You should complete the section in the Contract Form to indicate which days you wish to book. This is your booking for the full year, September to July, which is a 39 week period. Termly contracts will receive a Termly Form to complete selected days.

2.2 Payment of fees

The term's fees should be paid at least one week in advance of the term starting. Payment **MUST** reach our account by 9am Monday. Payment can be made by BACS or childcare voucher – please state how payment is being made on your contract form. Late payments will incur a fee of £10.

After school club: Full fees are payable for non-attendance. Therefore, if your child is sick or on holiday, fees still need to be paid for the full 39 weeks (or term selected days) for the days of the week booked and detailed in your Contact Form. Also, in the event of extreme weather conditions, and the school has to close, a fee for after school club will still be charged.

2.3 Making changes to bookings made

Cancellations: If your child will not be attending the club as per your normal booking you should telephone the Club Manager directly (see section 9. Club contact details) between 9.00am and 2.00pm. The fee is still payable.

After school club: If at any time throughout the year you wish to change the regular booking days outlined in your Contract Form, a Change to Contract Form should be completed. Changes to contracts such as cancelling regular bookings require four weeks' notice, a 'change of days' are subject to days being available.

3. Contract Form/Termly Contract Form

A Mr H Out of School Club Childcare Contract Form/Termly Contract Form must be completed for each child using our club. It gives us important information about the child as well as booking the days needed at the club(s). This ensures that we are able to provide the highest standards of care for your child. The Contract Form/Termly Contract Form also acts as a legal contract between the parent/carer and Mr H Out of School Club Childcare. If at any time you wish to change how you use the club this would require a change to the contract (refer to section 7.1 Changes to contract in this pack).

The Contract Form/Termly Contract Form is valid for one year (including the bookings made) from September to the July. Therefore, a new Contract Form/Termly Contract Form will need to be completed each year to ensure that all information is accurate and up to date.

3.1 Changes to information on the Contract Forms

It is important that all information logged on the Contract Form is always up to date. It is the parents/carers responsibility to ensure that any changes are notified immediately, particularly emergency contact details.

3.2 Charges for services used

Fee levels: Our fees are very competitive and offer value for money for the time care is offered and the quality of the service we provide.

Mr H Out of School Club Childcare offers:

- After school club. The fee is £12.00 per club session (after school until 5.50pm) including snack and activities.

Booked sessions fee: The full fee for all booked sessions must be paid even if a parent cancels this in advance. If a child is absent due to sickness or holiday leave or the school is closed as a result of extreme weather conditions, sessions fees will not be refunded.

Late collection of children fee: Any late collection of children from after school club will incur additional charges. A £10.00 charge will be made for every 10 minutes after 5.50pm. This is needed to cover the additional staff costs for the extended period of care. If any additional costs are incurred including costs for extended caretaker charges made by the school, these will also be passed onto the parent.

Administrative fee: An administrative fee of £15 will be charged to parents who request 12 month retrospective proof of payment for HMRC (we advise parents to keep all receipts and a copy of their membership form to prove usage for other agencies).

3.3 Payment of fees

Audit trail: To ensure that we are able to match payment made to the family easily and quickly, we ask that you code payments with both the child's:

- Child's surname, initial and
- unique club code = AS (After School)
e.g. SMITHJ - AS

Parents must also provide proof of payment when requested. If information is not provided, you may incur

additional administrative charges for the time spent trying to confirm that payment has been made.

Payment methods: Payments must be made monthly (or termly if preferred) in advance. Monthly fees must be in our account by 9am on the first Monday of each month.

Our bank details are: TIDE sort code: 040605 Account number: 15619716.

Childcare Vouchers: Childcare Vouchers are accepted please see Manager for details for payment.

4. Collection of Children

4.1 Cancellations

If your child will not be attending any normal session as detailed on the Contract Form/Termly Contract Form parents should telephone the Club Manager between 9.00am and 2.00pm (term time) to notify the club that the child(ren) will not be attending and/or does not need to be collected for the after school club. If sessions are cancelled, the full fee will still need to be paid.

4.2 Emergency sessions

Any session which is not part of your regular booking (i.e. which is not marked on your Contract Form/Termly Contract Form), is classed as an emergency session. Emergency sessions should be arranged with the Club Manager as soon as possible (one day notice if possible). If the session is needed on the day it is important that you speak to the Club Manager directly and do NOT leave a message on their answer machine or leave a message with the GCM office staff. We must check our registers to ensure that a place will be available for your child. It is important to know that staff are not always able to return telephone calls until after 2.45pm as some have commitments outside of Mr H Out of School Club Childcare. The Club Manager will contact you at the earliest opportunity to confirm that the child can attend the club. The fee for the session should be made when you collect the child(ren) from the club on the day.

4.3 Extreme weather conditions

Extreme weather may result in us operating a service until 4.30pm and asking parents to arrange for their child(ren) to be collected by their emergency contact (please see our Extreme Weather policy). Whilst we endeavor to always offer a full service, there will be times when we will have to take emergency action to ensure children and staff are able to return home safely. In this instance it is important that emergency contacts who are collecting children have the child's password, or we will be unable to hand the child over (in line with our safeguarding procedures).

4.4 Late collection of children by parents

For after school clubs, if a child has not been collected by 5.50pm (the end of the session) and the parent has not contacted the club in advance:

- The Club Manager will telephone the parent using the contact details listed on the child's Contract Form.
- The emergency contact will be telephoned, if the parent cannot be contacted, to arrange for the collection of the child(ren).
- In the unlikely event that the child(ren) has not been collected by 6.30pm and staff have been unable to contact anyone listed as emergency contacts, under the conditions of the Children's Act (1989), the Care Standards Act (2000), the Club Manager will contact Newcastle City Council and they will take responsibility for the child.

4.5 Additional charges for late collection of children

Any late collection of children will incur additional charges. A £10.00 charge will be made for every 10 minutes after 5.50pm. This is needed to cover the additional staff costs for the extended period of care. If any additional costs are incurred including costs for extended caretaker charges made by the school, these will also be passed onto the parent.

5. Administration of medicine

If your child requires medicine to be administered while they are at any our childcare provision, parents will be required to follow guidance detailed within our Medication Policy. In summary, this means that parents will need to ensure that the Club Manager has:

- A completed Medicine Administration Form.
- A signed consent on the child's Contract Form.
- All medicines that need to be administered in their original containers with the child's name and dosage on as prescribed by their doctor and with the correct dispenser/spoon so that the dosage is correct.
- Been instructed on the procedure needed to administer your child's medicine
- Been notified of any changes to regular prescribed medication and to supply the Club Manager with up-to-date medication so it does not fall out of date.

Two staff members will be designated responsibility for administering the prescribed medication to your child(ren).

5.1 Reaction to allergies

If while at a Mr H Out of School Club Childcare, your child has an allergic reaction to something, Mr H Out of School Club Childcare will administer antihistamine to ensure that your child avoids development into a more serious stage. This can only be done if you have signed the consent detailed on your child's Contract Form.

5.2 Emergency medical treatment

In line with our policies and procedures, emergency medical treatment to be organised for your child should your child be involved in an incident within our care. We will endeavor to contact the parent as soon as is possible to both notify them and to gain permission for emergency treatment to be given. If however, a parent cannot be contacted, and they have given advance consent for this type of instance on the child's Membership Form, Mr H Out of School Club Childcare staff will give the appropriate permission upon advice received from medical professionals.

5.3 Sun protection

Parents should make sure their child has sun protection on before bringing them into the club whenever possible, we can provide and apply sun protection on your child if weather conditions require this, providing you have signed the consent on the Contract Form.

6. Loss or damage to property

Mr H Out of School Club Childcare cannot be held responsible for the loss or damage to children's property. Parents and carers should encourage children to take care of their own personal belongings and refrain from bringing toys and other personal belongings into the club.

7 Changing regular bookings

As bookings for After school club are usually made in September (as detailed on Contract Form), any changes to family circumstances may require an amendment to the way that you use the provision. This could be to stop using the provision altogether or to change the days booked. In both instances, you will need to complete a Mr H Out of School Club Childcare Change to Contract Form (refer to Section 3) ensuring that four weeks' notice is given.

If four weeks' notice cannot be given, the charges for this notice period must still be made even though the services have not been used. If however, we are able to allocate your child's place to another family within this

timeframe, we will refund the monies for this period.

A Mr H Out of School Childcare Change to Contract Form is available in your Information Pack. Alternatively, a hard copy can be requested from the Club Manager.

7.1 Changes to contract

To change the days that your child(ren) attend breakfast and/or after school club you will need to complete Section One of the Change to Contract Form. The form should be given to the Club Manager who will check availability of places for the new request. The Club Manager will let you know if the changes can be implemented. Adjustments will be made to the register and other associated documentation to ensure a smooth transition.

7.2 Termination of contract

If you wish to stop using the services of Mr H Out of School Club Childcare, you will need to complete Section Two of the Changes to Contract Form. The form should be given to the Club Manager.

8 Letting us know what you think of Mr H Out of School Club Childcare services

Mr H Out of School Childcare as a learning organisation we always strive to offer the highest standards of quality and care for both children and families.

We welcome feedback on all aspects of the service that we deliver and would encourage parents and carers to let us know, both positive and not so positive feedback, so that we can review and improve further the services offered. You are able to provide feedback in a number of different ways:

- Leave a review on our Facebook page.
- Talk to a member of staff.
- Submit a Praises and Grumbles Form in the Club Suggestion Box.
- Complete a Customer Questionnaire when they are distributed to all families periodically throughout the year.

We greatly value your opinions and suggestions and would always encourage any feedback on any aspect of our care.

9 Contact information

Email: mrhoutofschoolclub@yahoo.com

Website: Under construction

Managers details:	Role	Telephone
John Hymus	Coordinator Manager of Mr H Out of School Club	07787112087

10 Club contact details

From September 2022, Mr H Out of School childcare will be offering an after school club.

Mr H Out of School Club Childcare at Goforth Central Middle (GCM) School

Great North Rd, Newcastle upon Tyne NE3 1UN. 07871004250 (monitored during 2:30 – 5:50pm).

Ofsted registration: 2656125

Section 2: Mr H Out of School Club Childcare Changes to Contract Form

Changes to Contract Form						
Mr H Out of School Club Childcare: Changes to Contract Form						
Section 1: Permanent changes to the days booked to use the club						
Child's name:						
Club:						
Date changes to commence: (must be at least four weeks after submission of the request)						
	Monday	Tuesday	Wednesday	Thursday	Friday	Price
Current use:						
Change to:						
Reason for change:						
Parent/guardian signature:						
Date:						
Section 2: Termination of contract						
Child's name:						
Club:						
Date changes to commence: (must be at least four weeks after submission of the request)						
	Monday	Tuesday	Wednesday	Thursday	Friday	Price
Current use						
Change to						
Reason for termination:						
Parent/guardian signature:						
Date:						
Club use only		Head office use only			Date	
Info entered into diary:		Daily register updated:				
Sent to:		Customer Directory updated:				
Date:		Action required				
Signed:		Signed:				