



The Fun Club at
Mortlake Hall

Parent Handbook
2018/19

Mortlake Hall, Mullins Path, SW14 8EZ

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Ofsted registration no: 509713

Registered charity no: 1157917

ABOUT THE CLUB

Aims

After a day in school, with its formal teaching structure, we believe children should be offered an alternative freer environment in which they choose how to fill their time. We are committed to treating the children in our care as individuals, giving them individual attention.

We aim therefore to provide a creative but safe play environment in which a diversity of activities and resources offers the children a variety of ways to fill their time, encouraging both their creativity and independence, as well as providing a comfortable space for relaxation.

To achieve this we encourage our staff to bring their different skills and interests to the Club, enabling them encourage and support the children's interests.

Who and where we are

The Fun Club is registered with Ofsted (no.509713). [Click here to see our latest Ofsted report.](#) We are also registered with the Charity Commission as the After School Club (Richmond) (no.1157917).

We are based at Mortlake Hall in Mullins Path, SW14 8EZ behind Mortlake High Street. The Hall offers a large well-equipped play room, an art room, a large hall for indoor sports and games, and a dedicated outdoor play ground and a separate football/ sports area.

Mortlake Hall is registered as the Mortlake Church of England Education Foundation with the Charity Commission (no. 299726). Mortlake Hall also houses a drop-in playgroup for under 5s in the mornings.

We enjoy a close working relationship with East Sheen Primary School, St Mary Magdalen Primary School and Thomson House.

Facilities we offer

The Fun Club is open every weekday from 3.30pm until 6.00pm during term time.

We provide a range of play materials, activities and play environments to which the children add their imagination to create their own games, activities and play as they choose.

We have a home corner, dressing up clothes and other resources for role play. We have an art and craft area with crayons, paints, collage and modelling materials, as well as resources for knitting, sewing and cooking. We have a book corner, and jigsaws and board games. There are toy cars, animals, trains etc for small scale play and foam blocks and tubes for large scale play. Outside we have a slide and climbing areas, sand pit and a soft surfaced playground for ball games etc. When the weather prevents outdoor play, the large hall provides space for indoor games. At other times it can also be a venue for talent shows, story telling etc. We also have space for growing seeds and plants.

During the year we mark festivals such as Christmas and Diwali and special days such as Red Nose Day and Children in Need Day.

Meals

The food we provide at the Fun Club is not intended as a substitute for a main evening meal. We provide healthy snacks each day which usually includes a sandwich, fresh fruit and vegetables, and a biscuit. 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. Tea is always eaten seated at tables and we encourage polite table manners. As all the children eat tea together, this is also a time for staff to discuss issues with the children.

Staffing

The Fun Club is staffed by the Manager Evelyn Whitehorn, Deputy Manager Will Warner and playworkers, Lauren, Stacy, Nicola, Stephanie and George.

Evelyn Whitehorn's designated roles are Early Years Foundation Stage coordinator, Child Protection and Safeguarding officer, Fire Safety officer, First Aid coordinator, Health and Safety officer. Will Warner's designated roles are Special Needs coordinator, Behaviour Management coordinator, Child Protection and Safeguarding officer.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

If you have a query or concern at any time, please speak to a member of staff at the Fun Club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the Manager.

Management

The Fun Club is run by After School Care (Richmond), a registered charity set up to provide after school care for local children.

All parents automatically become associate members of the Fun Club and can help shape the direction of the Fun Club.

The Fun Club is managed by a Management Committee that comprises the trustees of the charity. The Committee meets every half term and is bound by the rules of the Club's constitution, available on request. The Manager and Deputy Manager attend these meetings. The Management Committee is responsible for the smooth running of the Club, its finances and compliance with current safeguarding legislation in order to secure the care of the children and staff. The Manager and Committee are responsible for the recruitment and appointment of new staff.

There is an Annual General Meeting of the Fun Club each September which all parents are invited to attend.

The Manager's Role

The first point of contact for all parents with any query or concern is the Manager, whose responsibilities include:

- Ensuring that the approved ratio of staff-to-children is always met and that a full range of activities are available to each child at all times
- Receiving and processing applications for places, maintaining a waiting list and registering new children as places become available
- Collecting fees and issuing receipts if required, keeping records of payments and maintaining appropriate documentation in conjunction with the Fun Club's Treasurer

- Representing the Fun Club within the local community
- Communicating with the linked primary schools, especially with their respective headteachers.
- Liaising with the Management Committee as necessary on all aspects of Fun Club operations, sitting on the interview panel for staff and conducting annual appraisals for all staff and

Trustees

The Trustees are:

Annie Watson	Chair	anniewatson01@live.co.uk
Bryan Jackson	Treasurer	bjteck@supanet.com
Julian Watson		jkrwatson@gmail.com
Alice Whately		alice.whately@gmail.com
Lindsey Tomes		lindseytomes@yahoo.com

New Trustees are always welcome: please contact a current trustee to find out more.

Policies and procedures

The Fun Club has 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 for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Fun Club 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 generally be operated on a first come first served basis, but priority will be given to families in need and to siblings of children already attending the Fun Club.

We require a completed set of registration forms for your child before they can attend the Fun Club. 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

The current fees are £10.50 per child per afternoon session. From time to time ad hoc sessions are available for which the fee is £11.50 per child per session. Fees are payable in advance by debit card, cash, cheque, bank transfer, Paypal or childcare vouchers. Cheques should be made payable to "ASC(R) The Fun Club". If you wish to pay via a childcare voucher scheme such as Kiddivouchers, please ask the Manager or Treasurer for details. In the unlikely event of a cheque 'bouncing' we will add a charge to your bill to cover our costs.

The price per session per child applies to all children. Fees are payable for all booked sessions including when your child is sick, or on holiday.

Please ensure that fees are paid promptly. 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 or one of the Trustees. We can access funds in cases of financial hardship.

Changes to days and cancelling your place

You must give us a four weeks' notice if your child is leaving. 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 Club 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 you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know. 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 front of this Handbook.

Induction

You and your child are welcome to visit the Fun 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 Fun Club's rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children.

Arrivals and departures

Our staff collect children from their schools and escort them to the Fun Club. 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.

The Fun Club finishes at 6.00pm, if you are delayed for any reason please telephone the Fun Club to let us know. A late payment fee will be charged and added to your next bill if a child is collected after 6.10pm. This charge may be waived in exceptional circumstances at the discretion of the Manager or Treasurer.

1. Collection between 6.10 and 6.15pm will incur a charge of £5.00
2. Collection between 6.15 and 6.30pm will incur a charge of £15.00
3. Collection after 6.30pm will incur a charge of £15.00 plus an additional £20.00 for each additional 15 minutes.

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 and contact the Social Care team.

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

Our Fun Club 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 partnership 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 Fun Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

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 the Club. These are displayed at the Club for everyone to see.

The Fun Club Rules OK?!

- We must make our way to the meeting place for our school as quickly and quietly as possible.
- We should be responsible for our own possessions and never borrow or take anything without permission.
- We must always listen carefully to instructions and follow them.
- We should always show consideration for others and speak politely.
- As bully and teasing causes much unhappiness we must always tell the staff if we or another child, is being bullied or teased.
- We should be prepared to take part in a range of activities and help other children or staff if needed.
- The Mortlake Hall premises, toys and equipment should be respected and kept clean and tidy.
- We will not leave the premises unaccompanied unless given permission by a club member or staff.

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 Fun 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, or as a result of special needs. 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 Fun Club straightaway. 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 Fun Club.

See our Behaviour Management and Suspensions and Exclusions Policy for full details.

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 Fun 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 Fun Club until 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 the Fun 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. For full details see our Illness and Accidents Policy.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Fun 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, or to contact one of the trustees.

A full copy of our Complaints Policy is available on request.