

PARENTAL AGREEMENT

Partnership between The Red Heron Club (“Red Heron”) working with parents and carers, will meet the needs of the child both individually and in a group.

Child’s Name:.....

Dob:.....

GENERAL INFORMATION

The Red Heron Club provides childcare for children aged 3 to 11 years old, in a safe, happy environment, supervised by professional and highly experienced staff. Children not old enough to attend full time education will have a Key Person system (Reception Class) as used in pre-schools where they are individually planned for, observed and stimulated to reach their full potential.

All Children will be offered a broad and balanced programme of recreational and educational activities. A quiet area is set aside where children can read, rest or do homework if they choose.

Children are supervised at all times by members of staff, until they are collected by their parents (or pre-arranged named person). The parent must give written permission if they wish a child to go home unsupervised.

INFORMATION GIVEN TO PARENTS:

The Red Heron Club offers a breakfast club and after school club. The times for these are:

Breakfast Club: 8.00am – start of school day 8.50am,

After school Club : 3.15pm – 5.00pm or 3.15pm – 6.00pm

Red Heron offers hours on a permanent or casual basis, permanent being guaranteed places when you want them, casual meaning if space is available.

For casual spaces the earlier you book the more likely you are to secure a place. Staffing is worked out around parent demand.

1. Red Heron will pass information to parents/carers via the notice board and newsletters.
2. Information about the activities will be found on the whiteboard or diary.
3. All fees will be paid as stated in “Procedure for Paying Fees”. Late payment may incur further charges. If problems arise causing difficulties in paying parents should discuss the situation in confidence with the Owner/Manager Sarah Snook.
4. Children should be collected promptly by the agreed time.
5. Children are not allowed to leave Red Heron unless accompanied by their parent/guardian or nominated other adult, unless in the case of children in years 5 & 6 there is a specific signed agreement.
6. On entering Red Heron at the beginning of a session, the child/parent/carer will sign in. In the case of a child going home with another person not on the Registration Form the child will need to bring in a letter from parents eg going home with another child/parent. If parents fail to do this a member of staff will telephone the parent/carer for confirmation.
7. If a parent/carer is unable to collect their child/ren, they must inform Red Heron of the nominated person responsible for picking up, an agreed password will be given for handing over the child/ren. This must be an adult (18years+) No child/ren will be

allowed to leave the premises with a person or persons who cannot prove they are authorised to do so.

8. Records will be kept containing details about your child, including relevant health, religion and diet information, parents and emergency contact details, child protection records if applicable and any appropriate signed consent forms. Parents have access to all written records about their child/ren. Red Heron's DSL and Wyke Primary School's DSL (Designated Safeguarding Lead's) will share any relevant safeguarding information.
9. If deemed necessary Red Heron has my permission to pass on information to other professional bodies, or take advice from eg the school nurse or the school. This information may help your child to get further support if necessary.
10. Red Heron is committed to ensuring equal opportunities to children who attend. We will work with parents to support individual needs.

PROCEDURE FOR PAYING FEES

On receiving your invoice, fees should be paid in one of the following ways:-

PERMANENT BOOKINGS

There are 3 methods of paying:-

1. The whole amount on the first day of the new term;
2. Monthly, equal amounts to be paid on the first day of each month;
3. Weekly, amount agreed between you and the Manager.

All fees must be paid even if your child/ren is away for short term sickness or on holiday.

CASUAL BOOKINGS

Payment made on the day of booking.

Failure to keep to the above methods of payment could lead to further charges. If you have any difficulties with payments please speak to Sarah Snook Owner/Manager.

4 WEEKS NOTICE OF LEAVING – for Permanent Bookings

Red Heron requires 4 weeks notice of leaving. Failing to give 4 weeks notice will result in parents having to pay the fees for 4 weeks.

Signed as agreed:..... Print name:..... Dated:.....

PARTNERSHIP WITH PARENTS/CARERS

The relationship between parents/carers and Red Heron should be mutually honest, open and supportive. All communication between Red Heron and home follow the concept that parents are the main influence on their child/ren.

If you become aware of changes in your child's behaviour that concern you, talk to the Manager or Deputy.

Parents are always welcome to make contact with the Manager Mrs Sarah Snook, the Deputy Manager or their child's allocated Key Person (Reception Class) to see how their child is progressing.

THE PLAYWORK PRINCIPLES

Red Heron is registered on both the Early Years and Childcare Registers and will offer planned and spontaneous activities to meet individual children's needs and interests in line with the Playwork Principles.

COLLECTION OF CHILDREN POLICY

Only authorised persons are permitted to collect children from Red Heron and it will be the responsibility of the parent/carer to notify Red Heron of any changes. Parents/carers/children will sign in at the beginning of the session and sign out on leaving/collecting their child/children, on each occasion entering the time. If there is going to be someone different picking up the parent/carer must write a note or telephone to inform the staff. There will be a security check for anyone collecting who is not known to the staff and a password must be given to staff on collection that has been pre-arranged with the parent/carer.

LEFT CHILD POLICY

If at the end of the session the parent/carer fails to collect a child on time, 2 members of staff will remain at Red Heron with the child. Every effort will be made to contact the parent/carer or other named persons for an explanation and expected collection time. If it has not been possible to contact parents/carers within one hour of the child finishing then the Children's Services Duty Officer will be contacted for advice.

Children will not be released from Red Heron to anyone who cannot prove connection and identity.

ARRIVALS AND DEPARTURES PROCEDURE

Children will be under supervision of trained staff at all times.

In the morning children are dropped off into the Red Heron room and remain until the start of school. In the afternoon the main gate will be locked by a Red Heron member of staff and Red Heron will unlock at 5pm and 6pm to let parents in. Collections at other times will need to telephone Red Heron to be let in through the main gate.

If staff become aware that a child/ren have left the premises without an accompanying adult or permission (years 5&6) the schools procedure will be followed: follow and try to persuade the child back into school, if this fails the parents and the Police will be called.

POLICIES

There is a list of all the policies held at Red Heron in the Information Folder on the whiteboard. If you have any questions please speak to a member of staff.

COMPLAINTS

Good communication between parents and Red Heron is paramount. If you have any worries speak to any member of staff. In the unlikely event you wish to make a complaint you should

Speak to the Manager or Deputy straight away in confidence. The Manager will investigate your concerns/complaint and will report back to you within 28 days. It is hoped that your concern/complaint can reach a satisfactory outcome. If it is unsatisfactory then the complainant should notify the number below.

If the complaint is so serious that the Health and Safety of children are at risk you should contact:-

Early Years OFSTED 0300 123 1231

Address: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Any complaint made against Red Heron can be viewed in the Information File, which is located on the whiteboard next to the entrance door. This is also where the complaints policy is held.

REGISTRATION OF 'THE RED HERON CLUB' (TOPSIE RABBIT KINDERGARTEN Ltd)

The Red Heron Club has to meet a number of standards set down by Department of Education.

Topsie Rabbit Kindergarten Ltd (company registration 8619755) is registered with Ofsted under The Red Heron Club for children aged from 3years up to 11years. The Ofsted registration number is EY484978.

STAFF EMPLOYED AT THE RED HERON CLUB

Staff employed at The Red Heron Club are qualified in Early Years and Playwork and attend regular training keeping their knowledge completely up to date. All Staff fully comply with all of our policies which include confidentiality and equality and diversity. All staff have an Enhanced DBS check to show they are suitable to work with children before their employment or training commences and they sign an annual declaration of their suitability to continue to work with children. All staff pediatric first aid trained. Full more staff details please see the information file.

I/WE CONFIRM THAT I/WE AGREE TO ALL THE DETAILS INCLUDED IN THE 'PARENTAL AGREEMENT POLICY' FROM PAGE 1-4 INCLUSIVE.

Signed:	Print:	Dated:
Signed:	Print:	Dated: