

SCAMPS HANDBOOK

INFORMATION FOR PARENTS/CARERS

SCAMPS
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SCAMPS is the trading name of
STANLEY COMBINED AM/PM PROJECT LTD
Registered in England No 5304477

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SCAMPS

(STANLEY COMBINED AM/PM PROJECT Ltd)

Welcome to Scamps. This booklet has been put together to explain how SCAMPS is organised and run. Please read it carefully and keep it for reference as it is intended to give clear guidelines for all parents/carers and children.

SCAMPS is a voluntary, non profit-making organisation created by parents/carers, for parents/carers and their children to provide out of school care for the children of Stanley Schools. It is based in premises in The Youth Centre Strathmore Road Teddington (opposite the schools).

SCAMPS operates both term time and in most holidays. Three Co-ordinators have been appointed by the Management Committee of Scamps, one to run Little Scamps, the Playgroup, one to run Wraparound and Breakfast Club and one to run Afterschool and the Holiday Scheme. References in this booklet to the Co-ordinator means the person responsible for the session attended.

As a first point of contact all enquiries should be directed to the Co-ordinator (or her/his deputy) either in person at SCAMPS's premises or by phone on 020 8943 9313 (an answerphone is in operation if staff are not present and this is checked at the beginning of each session).

AIMS

The aims of SCAMPS are:

- To provide a scheme of pre-school, after school, "wrap around" and holiday care for the children meeting best practice standards and statutory obligations;
- To promote a high standard of care in a stimulating and safe environment with a commitment to equal opportunities;
- To encourage the professional development of our staff;
- To work in partnership with parents/carers, the children, staff and the two linked schools to develop and continually improve the service provided by SCAMPS.

MANAGEMENT OF SCAMPS

SCAMPS is administered by Stanley Combined AM/PM Project Ltd. It is a non profit making Company managed via a Management Committee (“the Committee”) primarily made up of parents/carers with a Governor from each school. It meets regularly and is bound by the Memorandum of Association of the company. Copies of the memorandum and a list of the current members of the Committee are available at SCAMPS. Please ask the Co-ordinator.

The Committee is responsible for ensuring that there are policies and codes of practice in place to enable SCAMPS to continue to provide a quality service. Copies of all current policies and codes of practice are available at SCAMPS. Please ask the Co-ordinator..

DAY-TO-DAY RUNNING OF SCAMPS

The Co-ordinators (or in her/his absence, their deputy), are responsible for the day-to-day running of SCAMPS. The Co-ordinator is the first point of contact for all queries and any concerns a parent/carer may have about their child(ren) at SCAMPS. Their responsibilities include:

- Ensuring that the approved ratio of staff to children is always met.
- Ensuring that a wide range of activities is available at all sessions.
- Receiving applications for places, maintaining a waiting list and registering new children as places become available.
- Issuing invoices, collecting fees and issuing receipts and advising the Treasurer of payments made.
- Liaising with the Committee as necessary on all aspects of SCAMPS operations.

ELIGIBILITY and ADMISSIONS

Places at SCAMPS are available to all pupils of Stanley Infant and Junior Schools (and younger siblings or others where approved by the Committee). Pre school and after school sessions are open to children attending school full time. Wrap around is open to children attending Stanley Nursery and part time reception classes.

The holiday scheme is for children aged 5 to 12 years. Children do not have to attend the term time sessions to be eligible to attend the holiday scheme.

Available places are awarded on a first-come first-served basis, but priority is given to siblings of a child or children already attending SCAMPS and to families in need (e.g. parents on income support). Scamps will make all reasonable endeavours to enable children with special needs

attending the schools to be able to attend Scamps.

Once a child is awarded a place, the parent/carer will be required to sign a registration form. The parent/carer may then choose to be a member of SCAMPS. Now that we are a limited company, this will mean that in the event of SCAMPS being unable to meet its financial obligations, the member will be liable for a maximum of £1. A member is entitled to vote at the AGM and to stand for election as a member of the Committee at the next AGM. We hope that all parents/carers and their child/children will benefit from membership.

A limited number of assisted places may be available at SCAMPS. A child from a family suffering temporary financial hardship, may be eligible for an assisted place. Applications should be made to the Coordinator and will be dealt with in strict confidence by the Coordinator and Chair of the Committee.

FEES

The current fees per child per session are set out on our website.

Invoices for the fees due will be issued half termly with payment due two weeks before the end of the previous half term. All fees are payable in advance at all times. Any parent/carer who would find these arrangements difficult should contact the Co-ordinator to discuss the matter in confidence.

A late payment policy is in force with an extra charge to cover the extra administrative costs. Four weeks paid notice is required if a child is leaving SCAMPS or for a reduction in the number of the sessions attended.

Payment must be made for all sessions booked, (including agreed ad hoc sessions) even if your child is absent through attendance at after school clubs or activities, sickness or holiday taken during term-time. The Committee can withdraw a child's place in cases of non-payment or persistent late payment with each case being considered on its merits.

COMMUNICATION

Good communication is the key to the smooth operation of SCAMPS and is essential to ensure the children are safe and secure at all times.

Parents/carers are responsible for ensuring that SCAMPS are in-

formed in advance if:

- their child(ren) will not be attending a booked session (for whatever reason); or
- an after-school activity their child(ren) usually attend has been cancelled; or
- their child(ren) will be collected from the after-school club or activity and will not be attending SCAMPS.

This can be done in person, in writing or by phone (on 020 8943 9313, a message should be left on the answerphone if a member of staff is not available to answer the call). It is not acceptable to leave it to the child(ren) to inform SCAMPS.

If a child has been unwell or had a minor accident at school, the Schools are asked to inform SCAMPS so that this information can be passed on to the parent/carer when they collect their child. There are Message Books that go between both schools and SCAMPS to record this information. SCAMPS and the schools will not discuss any other information about a child without the parent's permission.

Welcome to Scamps

The aims of **SCAMPS** are:

- To provide a scheme of pre-school, after school, "wrap around" and holiday care for the children meeting best practice standards and statutory obligations;
- To promote a high standard of care in a stimulating and safe environment with a commitment to equal opportunities;
- To encourage the professional development of our staff;
- To work in partnership with parents/carers, the children, staff and three linked schools to develop and continually improve the service provided by SCAMPS.

Who we are

SCAMPS is a voluntary, non profit-making organisation created by parents/carers to provide out of school care for the children of Stanley Primary and St James schools. It is based in premises at 65A Strathmore Road Teddington (opposite Stanley Junior School). It is administered by Stanley Combined AM/PM Project Ltd and is bound by the Memorandum of Association of the Company. Copies of the Memorandum and a list of the current Board members is available at

SCAMPS. The Board is responsible for ensuring that there are policies and codes of practice in place to enable SCAMPS to provide a quality service. Copies of all current policies and codes of practice are available at SCAMPS and on the website.

SCAMPS operates both term time and in all holidays except at Christmas. It offers a range of services

Breakfast Club Co-ordinator Chris Westley
This is open from 7-30 am to 8-45 am when the children are escorted to school.

Little Scamps Co-ordinator Debbie Cetra
This is a pre school provision for children from 2½ to school age and is open from 9am to 12-15pm.

Wraparound Co-ordinator Chris Westley
The children are collected from the infant and nursery schools and stay until the end of the school session or day. There are varying options as we can be very flexible.

After school Co-ordinator Tara Hagreen
The children are collected from school. A meal is provided and a full range of activities is provided from 3-15 to 5pm or 6pm. Arrangements can be made to collect children from school clubs.

Holiday Club Coordinator Veronika Roberts
Scamps offers holiday care from 8am to 6pm with half day options.
All enquiries should be made to the Co-ordinator of the appropriate session either in person at SCAMPS or by phone on 020 8943 9313

DAY-TO-DAY RUNNING OF SCAMPS

The Co-ordinators, are responsible for the day-to-day running of SCAMPS. The Co-ordinator is the first point of contact for all queries and any concerns a parent/carer may have about their children at SCAMPS. Their responsibilities include:

ELIGIBILITY and ADMISSIONS

Places at SCAMPS are available to all pupils of Stanley Primary and St James Schools and younger siblings or others where approved by the Board. Pre school and after school sessions are open to children attending school full time. Wrap around is open to children at-

tending nursery or part time reception classes.
The holiday scheme is for any children aged 3 to 12 years.

Available places are awarded on a first-come first-served basis, but priority is given to siblings of a child or children already attending SCAMPS and to families in need (e.g. parents on income support). Scamps will make all reasonable endeavours to enable children with special needs attending the schools to be able to attend Scamps.

Once a child is awarded a place, the parent/carer will be required to sign a registration form. The parent/carer must become a member of Stanley Combined Am/PM Project Ltd. This will mean that in the event of SCAMPS being unable to meet its financial obligations, the member will be liable for a maximum of £1 but a member is entitled to vote at the AGM and to stand for election as a member of the Board at the next AGM. We hope that all parents/carers will be involved in the running of SCAMPS.

A limited number of assisted places may be available at SCAMPS. A child from a family suffering temporary financial hardship, may be eligible for an assisted place. Applications should be made to the Coordinator and will be dealt with in strict confidence by the Coordinator and Chair of the Board

FEES

The current fees per child per session are set out on our website.

If multiple sections are used, parents should be aware that they will be invoiced separately for each section.

Method of Payment

Invoices for the fees due will be issued half termly with payment due two weeks before the end of the previous half term. **All fees are payable in advance at all times.**

SCAMPS accepts Childcare Vouchers by arrangement. Any parent/carer who would find these arrangements difficult should contact the Co-ordinator to discuss the matter in confidence. A late payment policy is in force with an extra charge to cover the extra administrative costs. A half term's (this is the actual half term rather than the number of weeks for e.g. notice would need to be given at the start of Autumn Term 1 to reduce/cancel any sessions for Autumn Term 2) paid notice is required if a child is leaving

SCAMPS or for a reduction in the number of the sessions attended.

Payment must be made for all sessions booked, (including agreed ad hoc sessions) even if your child is absent through attendance at after school clubs or activities, sickness or holiday taken during term-time. The Board can withdraw a child's place in cases of non-payment or persistent late payment with each case being considered on its merits.

COMMUNICATION

Good communication is the key to the smooth operation of SCAMPS and is essential to ensure the children are safe and secure at all times.

Parents/carers are responsible for ensuring that SCAMPS are informed **in advance**

- If their children will not be attending a booked session (for whatever reason);
- If an after-school activity their children usually attend has been cancelled;
- If their children will be collected from the after-school club or activity and will not be attending SCAMPS.
-

This can be done in person, in writing or by phone, it is not acceptable to leave it to the children to inform SCAMPS.

If a child has been unwell or had a minor accident at school, the Schools are asked to inform SCAMPS so that this information can be passed on to the parent/carer when they collect their child. There are Message Books that go between both schools and SCAMPS to record this information. SCAMPS and the schools will not discuss any other information about a child without the prior written consent of the parent/carer involved.

If SCAMPS has not been notified of a child's absence and if the parent/carer cannot be contacted, the police will be called.

If a child is ill or has been absent from school, he/she should not attend SCAMPS as the same sickness rules also apply to SCAMPS sessions.

SCAMPS welcomes suggestions and views from parents/carers and children about the running of Scamps, the activities and the facilities. These can be raised through the suggestion box scheme or directly with the Co-ordinator, staff or members of the Board.

SCAMPS operates a Confidentiality Protocol and all staff and Committee members will observe its requirements at all times.

What we offer

Staff escort children to and/or collect them from the two sites (depending on the session attended). An attendance register will be taken at each session. For after school sessions this will be taken at the meeting point for each school and a check made again on arrival at SCAMPS to ensure that all those registered to attend SCAMPS are present.

Currently SCAMPS are able to offer a collection service for children attending after-school clubs. There are additional registration requirements for children attending such clubs. The only collection times we offer are 4.15pm and 4.30pm. Parents/carers will be advised of these by the Co-ordinator.

SCAMPS's premises are spacious so that a wide range of activities and facilities can be offered including:

- Large hall and garden area for ball and team games, physical activities, plus pool and table tennis.
- Art and craft room - for a wide range of activities using a variety of materials.
- Comfortable area with books, board games and construction toys.
- Space and facilities for dressing up and roleplay.
- TV room.
- Electronic games and access to computers.
- Regular workshops and visits from outside providers to the Holiday Club
- Cooking

Refreshments

Children attending After School receive a substantial high tea prepared on the premises.

Children attending Holiday Club receive lunch and bring a packed tea.

A varied healthy menu is served and attention is paid to the cultural and special needs of the children. Menus are available at SCAMPS and a sample on the website.

Children attending wrap around sessions are required to bring a packed lunch.

Children attending Little Scamps are served fruit and drinks.

Staff undertake regular Food Hygiene training.

SCAMPS aims to operate a “Nut Free Environment”. Children must not bring any foods containing nuts or nut extracts to SCAMPS.

COLLECTION OF CHILDREN

There are statutory requirements for minimum staff/children ratios that must be met at all times. It is also unreasonable to expect staff to remain at work beyond their contractual hours because children have not been collected.

It is therefore imperative that children are collected promptly at the end of their session. Parents/carers must make alternative arrangements for their children if they are going to be late and the Coordinator must be informed.

Failure to comply with this will lead to a late fine and may lead to the withdrawal of the place by the Board.

Staff in charge of children who are still at SCAMPS when it closes are obliged by law to take the following action:

- At 6 p.m. the member of staff in charge will call the person who usually collects the child. If this person cannot be reached, the member of staff will call the named contacts.
- SCAMPS is obliged to refer to Social Services' Single Point of Access (SPA) 0208 770 5000 should the situation occur to agree a course of action.

CHANGING SESSIONS ATTENDED

Please note that changes to sessions can only be agreed where there are places available at the session required.

Requests for permanent changes to the pattern of attendance must be made as early as possible to the Co-ordinator. The normal admission policy will apply.

HEALTH AND SAFETY

SCAMPS is responsible for ensuring compliance with the Health and Safety at Work Act (1974) and other relevant statutory provisions. SCAMPS has a Health & Safety policy with a designated BOARD member having responsibility for ensuring the regular inspection of the premises and equipment in addition to that undertaken by the

staff.

Children are not allowed in the kitchen area

Fire drills are held at least once a term to make sure that children and staff are familiar with the procedure.

A no-smoking policy at SCAMPS is in operation at all times.

No dogs may be brought into the grounds or buildings at any time.

There will always be a trained First Aider present at all sessions. First aid equipment is regularly checked and replenished as necessary.

All accidents will be recorded in the Accident/Incidents Book and parents/carers will be asked to sign this when collecting their child. If a child has an accident or becomes ill and the First Aider considers that the child requires further medical attendance action will be taken accordingly. This could involve either the calling out of an ambulance (in which case a member of staff will accompany the child to hospital) or informing the child's doctor. In every instance, the child's parent/carer will be informed as soon as immediately practicable.

SCAMPS staff may administer medication to a child provided the prior written consent of the parent/carer is received together with details including the child's name, the date, the times for administration and the dosage. The medication must have the child's name and the dosage clearly marked on it by the parent/carer. All medicines must be handed in to a member of staff and not left with the child.

Detailed information on any allergies affecting a child must be given on the Registration Form. Details of any changes or new conditions must be given in writing to the Co-ordinator.

Child Protection

SCAMPS operates the London Borough of Richmond's Child Protection Policy for use in Day Care centres and the staff are trained accordingly.

All staff are checked for working with children.

As a childcare provider, we have a moral and legal duty of care to

ensure that any concerns or incidents of suspected abuse or harm are reported to the relevant Local Safeguarding Children's Board without delay.

INSURANCE AND REGISTRATION

SCAMPS is insured in accordance with registration regulations. Details of the policy are available on request.

SCAMPS is registered with the London Borough of Richmond Upon Thames as an approved out of school scheme. It is subject to regular inspection by the LEA and OFSTED.

BEHAVIOUR

Co-operative behaviour is praised and rewarded at SCAMPS. However we do have sanctions in order to ensure that SCAMPS remains a happy and safe place for everyone. A copy of the Behaviour Management policy is available from the Co-ordinator.

- In summary, if a child's behaviour is considered unacceptable, the child's name, date and a description of the incident will be recorded by a member of staff on a SCAMPS Incident form. The child will be made fully aware that the incident has been recorded and why and will be asked to sign the form. The parent/carer will be informed (usually when the child is collected).
- If the child continues to behave in an unacceptable way, the child's place may be suspended or withdrawn.
- If records show that a child is consistently behaving in an unacceptable way

RAISING CONCERNS

If a parent/carer is concerned about any aspect of their children's care at SCAMPS, they should talk to the Coordinator in the first instance.

If this does not solve the problem and they continue to be concerned, they should contact the Chair of the Board with details of the concern. The Chair or members of the Board responsible for such matters will consider the issue.

They, or the Chair, will arrange to discuss the matter with the Co-

ordinator and the parent/carer (separately if considered appropriate) and then make their recommendations. This may include the referral of the matter to the full Board for consideration. The matter will be treated confidentially at all times.

- Parents/cares will be advised of the recommendations in writing. If parents/carers consider recommendations are unsatisfactory they may request that the matter is considered by the board.
- In all cases , decisions made by the Board or members with designated responsibility for matters regarding the membership of SCAMPS are final
- Parents/carers are of course welcome to arrange to meet the Co-ordinator to discuss their child's behaviour at SCAMPS, or to raise any matter which may be causing concern, in confidence.

If after following these procedures you are not satisfied or if you feel unable to talk to the staff or Committee, parents have the right to contact OFSTED by ringing the complaints helpline on 0300 123 1231 or in writing to
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

OUR CHARTER FOR PARENTS/CARERS

SCAMPS's obligations to parents/carers include:

- To provide a safe and caring environment with creative and stimulating activities for your child and a comfortable area for relaxation.
- To value each child's diversity and to respect different ethnic, cultural, linguistic and religious values.
- To treat sensitive situations with respect and to maintain confidentiality.
- To tell you of any accidents or concerns we may have about your child or incidents of unacceptable behaviour.
- To keep you informed of policies, activities and developments at SCAMPS.
- To involve and work in partnership with parents/carers and the

children to ensure SCAMPS maintains a quality service and achieves its aims set out in this Handbook.

- To discuss any concerns with the Co-ordinator in private and not in front of the children
- To leave the Coordinator to deal with issues involving other children. No parent/carer should approach another child.
- To send children to SCAMPS in clothing suitable for play, as SCAMPS takes no responsibility for accidental damage to clothing.
- To support the staff by showing them respect at all times
- To support SCAMPS by explaining to your children expectations of behaviour whilst at SCAMPS.
- To contribute actively to SCAMPS where possible by suggesting ideas for activities and workshops, attending the AGM, and considering serving on the Board
- To make all reasonable arrangements to ensure equality of access for all children
- To ensure that all staff are properly screened prior to appointment and that anyone working with the children on a paid or voluntary basis is properly supervised.

Parents/carers obligations to SCAMPS include:

- **To inform SCAMPS of any absences of their children from any session in advance and to inform SCAMPS of any changes in their attendance at after school activities.**
- To inform SCAMPS of any activities after school which may delay your children's attendance at SCAMPS (eg after school clubs, school sports matches).
- To collect their children on time and to sign them out when they leave.
- To inform SCAMPS in advance if someone other than the parent/carer will be collecting their children.
- To pay SCAMPS's fees on time.
- To give SCAMPS half a term's advance notice of any permanent changes in the sessions attended or if their children are leaving SCAMPS.
- To complete all registration forms as requested and to make sure the contact details held at SCAMPS are always accurate and up to date.
- To inform the Co-ordinator, in confidence, of any matters that you believe may affect your children's approach to attendance at SCAMPS.
- To approach the Co-ordinator in the first instance if you have any concerns about any aspect of your child's care at SCAMPS.