



Parent/Carer Information 2017

**Young People Matter**

**Young People Matter  
Out of School Services and Provisions  
Information for Parents**

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## WELCOME

Thank you for choosing Young People Matters' (YPM) out of school service provision(s). We provide high quality childcare at affordable rates that help families make financial sense of their childcare needs.

This booklet contains important information about our services and aims to answer any frequently asked questions; please do not hesitate to contact us if you're unable to find the information you require.

## ABOUT OUR STAFF

We are a vibrant and colourful team of play-workers, sports enthusiasts, artistic practitioners and advocates of a holistic approach to learning. We are passionate about empowering children, youth and the community. All staff are fully qualified and enhanced DBS (formally CRB Checks) checked.

## CONTACT INFORMATION

Head office: 0207 274 4503  
Duty mobile: 0791317931  
Address: The Old Laundry, 20 Eastcote Street, London, SW9 9BY  
Email: [info@youngpeoplesmatter.org](mailto:info@youngpeoplesmatter.org)

## SERVICES

We are an Ofsted approved, early years (age 4+), children and youth service provider offering award winning, value for money services which include: after school & breakfast clubs and holiday play-schemes (half term and summer holidays).

**About After School Club:** After School Clubs (ASC) run Monday to Friday from the end of the school day until 6pm.

**About Breakfast Club:** Breakfast Clubs (BC) run Monday to Friday (times vary from school to school) till the start of the school day.

**About Half Term & Summer Holidays (HT, S):** These services are run throughout site-specific locations across Lambeth from 8am to 6pm. See our website or contact for more information.

## STAFF:CHILD RATIOS

We operate on a 1:7 ratio across our range of services ensuring that each child receives a quality supervised service.

## BOOKING A SERVICE

Bookings for our tier one services (After School Clubs, Breakfast Clubs, and Holiday play-schemes) are made online or in-person onsite by completing two forms (application, booking). New service users will need to register by application and booking forms, however, if your child(ren) are already registered, you need only to complete a booking form for services required.

## REGISTRATION

- All children must be registered before they can attend the service
- All children are required to complete a new application form yearly
- All registered information must be kept up-to-date. Please notify us of any changes i.e. contact details, child(ren)'s needs, change of address, etc.

## PAYMENT

Payments must be made in full before your child can attend our services. With regard to After School and Breakfast Clubs—payments need to be made in full at least two weeks in advance of the end of term, failure to do so will result in:

- A late payment fee £20.00
- Possible loss of placement on service
- Late collection payments need to be made onsite upon collection of child(ren), alternatively via online banking. YPM will allow parents to pay up until 2pm the following day, failure to submit a payment by 2pm will mean that your child is unable to attend any of our services until payment has been made in full.
- **Refunds are available for the following:**
  - Children who are absent from school through injury or illness after the first two weeks.
  - Families who are moving home and leaving the local area with a two week notice.
  - Cancellations where you have provided us with a minimum two-week notice of your child leaving.
  - Loss of placement due to excessive late payments, in which case two-weeks' worth of payment will be deducted prior to issuing a refund for any remaining balance.

## Refunds are not available for:

- Short periods of illness
- Family holidays
- Lost or damaged personal property

- Where service is unavailable through circumstances beyond our control including Polling day(s), social disorder, strike days, inset days
- Where a child has been removed temporarily or permanently due to unacceptable behaviour

**Bank details:**

**NAME:** Young People Matter | **BANK:** HSBC  
**ACCOUNT:** 61623893 | **SORT CODE:** 400122

- 24 hour online and telephone banking

**Paym details:**

**Mobile:** 07891317931

- [For more info, see http://www.paym.co.uk](http://www.paym.co.uk)

### ARRIVAL AND DEPARTURE

Children are signed in and out by a daily register. The names of persons authorised to collect your child needs to indicated on your application form. If anyone arrives to collect your child without consent then the child will not be released to that person. Children under the age of 16 will not be allowed to collect younger siblings, cousins, etc. without parents/carers written consent to the Club Manager. No child is to leave the club on their own, unless the parent/carers have provided written permission, clearly specifying the time the child has to leave. The club staff will not take responsibility of the child once they have left the premises at the agreed time as indicated in the written permission.

### LATE COLLECTION OF CHILDREN

**It is a term and condition of the service that you must collect your child by 6pm.** There is a late payment fee of £10.00 per child for collection after 6.00pm. Collection later than 6.10pm will be charged at £5.00 per 5mins thereafter.

The late payment fee **SHOULD** be paid on collection of your child(ren) or before 2pm the following day. Failure to make this payment will mean that your child is unable to attend any of our services until payment has been made in **FULL**. It is not Young People Matter's responsibility to remind parents/carers that payment needs to be paid before your child(ren) can use our services.

**Regular late collection:** (More than 3 times in a term) can result in termination of service. YPM understand that parents/carers may occasionally find it impossible to collect their child(ren) on time, however late collection results in additional costs to the charity.

### FOOD

**Where food is provided: meals, snacks and drinks; we ensure they are healthily balanced and nutritious.** Our after school and breakfast club staff have the Food Handling and Hygiene Level 2 qualification ensuring best practice, principles and statutory requirements are adhered to, including [The School Food Standards](#) 2015.

### MEDICAL

**Administration of medication:** Some children may have long-term medical needs and need access to medication whilst attending our services. In these cases, parents/carers are advised to discuss the matter with the club manager. An individual medial administration form must be completed before the child starts.

Occasionally, other children may need to take medication whilst attending our services. Wherever possible, medication should be prescribed in doses which enable it to be consumed outside of the club hours. However, if essential, you must ask the club for a 'request to administer medication form' which needs to be completed in full. The request can only be granted by a senior member of staff who will supervise the administration of the medication and arrange for safe storage. Please note that there is no legal duty for staff to administer medicine or supervise children taking it. The administration of aspirin in children has been restricted by the medicines regulatory authorities in Europe and will not be given to children. [For more info, see Aspirin and Reye syndrome.](#)

**Infectious diseases:** If your child is unwell, we need to know what the illness is ASAP, especially with infectious diseases such as measles, German measles, chicken pox, Whooping cough, mumps and tonsillitis which have to be notified to the Area Health Authority. Children should be kept home when they have:

- Diarrhea or stools that contain blood or mucus
- An illness that caused vomiting 2 or more times during the previous 24 hours, unless the vomiting is known to be caused by a condition that's not contagious
- Mouth sores with drooling, unless caused by a noncontagious condition
- Impetigo (a skin infection with erupting sores) until 24 hours after treatment has been started

- Scabies (an itchy skin condition caused by mites) until after treatment has been given
- Conditions that suggest the possible presence of a more serious illness, including a fever, sluggishness, persistent crying, irritability, or difficulty breathing

**Head lice:** Head lice are an unpleasant fact of school life. We recommend that you check your child's hair at least once a fortnight as children are not examined for head lice in our setting. Look particularly at the back of the neck and behind the ears for eggs or egg cases. An appropriated lotion can be obtained from your local [Health Centre](#), GP or from the pharmacist.

**Food allergies/intolerances:** It is imperative that staff are made aware of any allergies that your child(ren) may have to ensure they do not consume any item(s) he/she is allergic to.

**Sun protection:** We understand the dangers posed to children by over exposure to the sun. In hot weather, parents/carers are asked to provide sunscreen and sun hats for their children. Staff will supervise children who will apply their own sunscreen. Fresh drinking water will be available at all times, and staff will encourage children to drink water frequently. Where the outdoor facilities allow, staff will encourage children to continue with their activities within shady areas.

## ACCIDENTS AND EMERGENCIES

**Accident and emergency:** Accidents are recorded in the accident book, which is kept in the First Aid area. A copy of the incident will be made available to parents/carers to sign for upon collection.

In the event of a serious incident, parents will be contacted and an ambulance called. Parents will be asked to go immediately to the hospital; the child will be accompanied in the ambulance by a member of staff whilst efforts are made to contact the parents.

## ADDITIONAL NEEDS

Some children may have additional needs and/or disabilities that require particular support and assistance. We are committed to ensuring that: (1) all children can access our services, (2) they are made to feel welcome and (3) our activities promote their welfare and meet their individual needs and development. We will meet with parents/carers to discuss whether the child's needs can be met

without further support or adaptations being made prior to committing to attendance within the clubs. Parents/carers will be required to complete a Child Profile form, before the child does attend. These are designed to provide the staff with as much information about the child's needs and requirements. The completed form, is to stay on site with the child's details within the register. Young People Matter believes that children with additional needs or physical disabilities have the same rights to play, learn and to be able to develop to their full potential alongside other children.

## BEHAVIOUR MANAGEMENT

We recognise the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. We believe that children and adults flourish in an environment in which everyone knows what is expected of them and the children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We will encourage the children to:

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

Rules governing the conduct of the group and the acceptable levels of behaviour will be discussed at the start of the club and formulated in partnership between the child(ren) and staff. These rules (Ground Rules) will be on display for all to see during the sessions. YPM is committed to providing an environment for children that is safe, welcoming and free from bullying.

## BULLYING

Bullying of any form is unacceptable in our clubs, whether the offender is a child or an adult, the victim is never responsible for being the target of bullying. YPM staff attempt to connect with children and build trust that will help them come forward if they feel they are being bullied. Staff listen to children and offer support. Should an incident of bullying occur, staff will make an action plan to respond quickly to incidents and teasing.

Our staff encourage children to understand the importance of taking bullying seriously and how to recognize it; staff foster a safe and welcoming environment that promotes inclusion and acceptance, an environment where children feel everyone is respected and their identity is valued. Failure to adhere to the behavioural policy could lead to suspension or exclusion.

### BUDDY SYSTEM

Buddy systems help to promote friendship and support between peers and/or those children new to and those settled in. YPM's Buddy system also creates friendships that enable 'buddies' to bond more closely with the experience, increasing the likelihood of more positive behaviour for all. Buddying beats bullying.

### SUSPENSIONS AND EXCLUSIONS

Unfortunately, at times, it may be necessary to exclude a child whose behaviour is deemed to be unacceptable or dangerous to others. If a child's behaviour is deemed to be unacceptable, parents/carers will be notified immediately, and we would expect the child to be collected from the session as a matter of urgency. If the behaviour continues on two other occasions, it will be necessary to exclude the child for a minimum of one week. Parents/carers will receive prior notice, verbally and in writing, to ensure other arrangements can be made before an exclusion period.

Parents/carers will be contacted to advise them when the child will be allowed back after the period of exclusion. If the behaviour continues once the child returns, a further exclusion will be imposed. And in the event that further unacceptable or dangerous behaviour continues, we may have to exclude the child on a permanent basis.

No member of staff will tolerate abusive language or the threat of physical or actual physical violence towards themselves. In the event that this occurs, either by a parent/carers or child, it may lead to the child being excluded from the club. We will, if necessary support employees to prosecute parents/carers.

### ADDITIONAL CHARGES

Late collection fee	£10.00 (1 <sup>st</sup> 10 min.) £1.00 p/ min thereafter
Missed or late payments	£20.00
Administration of letters and completion of forms	£5.00

### PARTNERSHIP WITH PARENTS/CARERS

We are committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. Parents/carers are encouraged to talk to the staff if they have any concerns about the care that their child may be receiving or any other issues related to the child. Staff at all times will ensure parents/carers are made to feel welcome and valued in all dealings with the club. We value the comments you have about the service we provide for your child, therefore at times throughout the year we will ask for your views formally through the annual questionnaire and informally by suggestion/comment books.

### RAISING CONCERNS AND RESOLVING COMPLAINTS

From time to time parents/carers and others may have matters that cause them concern. To encourage resolution of such situations the Governing Body has adopted a 'General Complaints Procedure'. The procedure is designed with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practise so that the problem is unlikely to recur.

**Full details of the procedure may be obtained onsite as well as from the YPM office.** If you are not satisfied with the result after going through our complaints procedure, you can take your complaint further contacting [Ofsted](#). Please refer to site's unique Ofsted number(s) listed below.

Telephone: 0300 1234 234  
 Monday to Friday, 8am to 6pm  
 Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)



Refunds or cancellations	£10.00
Administration fee	£10.00

### Change of Booking and Cancellations

All changes and cancellations must be made in writing with at least two weeks' notice.

### CHILDCARE VOUCHERS

Parents/carers can use tax and National Insurance exempt childcare vouchers towards YPM's services. [For more info, see Gov.uk.](#)

### PHOTOS

Young People Matter is committed to the protection of children and young people. We regularly take images of the children in our setting(s) for various reasons (ceremonies: recognition of achievement, prize giving, sports day, etc.), functions (discos, events, etc.), performance activities (sport/dance, field trips, etc.). Such images are used to publicise the many activities in which children participate and to create a record of an event to show to participants, other children and parents/carers. To do this, photographs are displayed throughout our office; videos and photographs are made available to parents/carers, staff and others; media coverage is arranged.

These photographs are a source of pleasure and pride which enhance self-esteem for children and young people and their families; our photo policy is in accordance with Child Protection Policy adhering to safe practice guidelines.

**Consent:** Consent is obtained through application process. Under normal circumstances; consent given by one parent/carers will be assumed to embrace the consent of both parents/carers. Where parents/carers disagree over consent and convey this disagreement to YPM, it will be treated as consent not having been given. Where a parent/carers has given consent but a child declines to have an image taken or withdraws his/her personal consent, it will be treated as consent not having been given and other arrangements will be made to ensure that the child is not photographed/filmed.

### OPERATING SITES

SITE	ADDRESS	OFSTED	USAGE	VOUCHERS
Head Office, Stockwell	The Old Laundry, 20 Eastcote, SW9 9BY	EY491130	Admin, ASC, HT, S	<b>VARIOUS:</b> please confirm w/ Head Office  <b>Computershare</b>  <b>Endenred</b>  <b>Kiddi Vouchers</b>  <b>Childcare</b>  <b>Sodexo</b>  <b>Tax-Free</b>  <b>Childcare UTR</b>
Granton Primary	Granton Rd, Streatham, London, SW16 5AN	EY481206	BC, ASC, HT, S	
Crown Lane Primary	Crown Lane, Streatham, London, SW16 3HX	EY477429	HT	
Hitherfield Primary	Hitherfield Road, Streatham, London, SW16 2JQ	EY487790	S	
Reay Primary	Hackford Road, SW9 0EN	EY491382	BC, ASC	
Rosendale Primary	Rosendale Road, West Dulwich, SE21 8LR	EY491387	S	
Fenstanton Primary School	Abbots Park, London SW2 3PW	EY549452	ASC	
St John's Angell Town CoE	85 Angell Road, London, SW9 7HH	EY539860	ASC	
Wyvil Primary School	Wyvil Road, South Lambeth Road, London SW8 2TJ	EY539003	S	
Crawford Primary School	Crawford Rd, London, SE5 9NF	EY499871	BC, ASC, HT	
*Key: After School Club (ASC), Breakfast Club (BC), Half Term (HT), Summer Scheme (S)				

### HOLIDAY OPERATING TIMES

February Half Term	1 week
Easter Half Term (March/April)	2 weeks
Summer Holidays (July – Aug)	4 weeks of 6
October Half Term	1 week
Christmas	Closed

### WAITING LIST POLICY

To ensure that admissions to the Clubs/Camps are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists: If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's/Camp's waiting list procedure will be explained and then activated on the parent's/carer's behalf. Parents/carers will be encouraged to submit their request for a place for their child to the Club/Camp in writing. The waiting list will be kept and used on a 'first come first served' basis. The Club/Camp will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club/Camp.