

Policies and procedures

All policies and procedures can be viewed on our website
www.supertots.co.uk

Complaints procedure

We hope your child's time with us is a happy one, but if you have any cause to complain you should in the first instance speak to your Child's key worker (your child's key worker is displayed in the reception area) who will try to resolve the issue.

If this does not have a satisfactory outcome please speak to the manager of the club.

Alternatively you can contact Mrs Gill Burke, senior manager on 01706 356021 or write to Supertots Day Nursery Ltd, 191 Edenfield Road, Rochdale, OL11 5AF. If you feel that you still need to take the matter further, you can discuss your complaint with Geraldine Greatbanks, Director of the holiday club.

All complaints will be acknowledged within 48 working hours of receipt.

We will do our best to resolve your complaint. However, if you are not happy with the outcome, or due to the nature of the complaint you wish to speak to our regulator 'Ofsted' you can contact them in writing:

NBU, Ofsted, Piccadilly Gardens, Shore street,
Manchester, M1 2WD

Telephone 0300 123 1231 E-mail: enquiries@ofsted.gov.uk



Superclub

Out of School Club

Parents Information Brochure

St Vincent's Primary School
Edenfield Road, Rochdale, OL12 7QL

Office: 01706 356021

Mobile: 07947 685548

Email: superclub@mail.org

Website: www.supertots.co.uk

Our Aim

The aim of the Superclub is to have fun in a safe and secure environment.

The children are encouraged to be independent and make their own choices within a structure of organised activities and play.

The team carefully plan the programme together with the children.

Parents can access all information about the club in the reception area. The policies and procedures are clearly displayed and the manager and her staff are always available to help.

We actively encourage parents and children to share ideas with us. At the end of each holiday we seek feedback and use these to plan for future holidays.

General Information about Superclub

Superclub is under the umbrella of Supertots Day Nursery, 191 Edenfield Road, Rochdale, OL11 5AF.

Name: Superclub Ltd
St. Vincents Primary School
Edenfield Road
Norden
Rochdale
OL12 7QL

Clothing and Personal Belongings

It is advisable that all clothing is clearly marked with the child's name, especially footwear, coats and hats. Your child should be provided with a spare set of clothes. Personal belongings are left at the holiday club at the owners' risk.

It is inadvisable to dress your child in expensive clothes for the holiday club as we cannot be held responsible if they become accidentally spoiled or damaged during activities.

Your child should not wear jewellery, bring money (unless going on an outing), sweets or chewing gum into the holiday club.

Child Protection

As a registered provider of day care, Superclub is required to follow the procedures in accordance with the Local Area Child Protection Committee's guidelines. We also follow procedures within the Department of Health's publication: - 'What to do if you're worried a child is being abused'.

Special Circumstances

The holiday club reserves the right to remove a child from the holiday club for any breach of regulations.

We reserve the right to arrange an ambulance if staff considers it necessary and we have been unable to contact any of the emergency telephone numbers provided.

Where to find information within Superclub

Information on yourselves and your children

In the reception area of the school. This information will be produced on request.

Day book

Information from phone calls, verbal messages etc. In the reception area.

Certificate of insurance

On parent's notice board in the reception area.

Insurance policy

In the reception area.

Staff qualifications

In the training file in the reception area.

Medicine book

In the reception area

Accident book

In the reception area

EYFS planning and observations

In the reception area

Certificate of Ofsted registration

On parent's notice board in the reception area

Data protection Act 1998

On parent's notice in reception area

E-mail Superclub: superclub@mail.org

E-mail Supertots: supertots2@btconnect.com

Ofsted Registration number: EY392667

Owner: Geraldine Greatbanks

Senior Manager: Gill Burke

Manager: Nicci Hopwood

Opening times: All holidays except Christmas
8.00 a.m.—6.00 p.m.

The children will bring a packed lunch, and we will provide breakfast of cereal/toast, and fruit and drinks are available throughout the day. Tea will be provided by the club: menus are displayed in the reception area.

We expect to spend plenty of time outdoors and out and about in the local area. We ask that you send your children in weather appropriate clothing and footwear.

Would you also provide sun cream and sun hats for our fabulous British weather?

How to book your child in the Superclub

To secure a place at the club, you can either contact:

- Supertots nursery on 01706 356021
- When Superclub is running please ring the mobile number 07947 685548
- Complete the booking form on our website:
www.supertots.co.uk
- Complete the booking form on St. Vincent's website
www.st-vincent.sch.uk
- Email sessions required to superclub@mail.org
- Hand a booking form into St Vincents school office
- Post booking form to Supertots Ltd, 191 Edenfield Road,
Rochdale, OL11 5AF

Fees and Charges

Fees are reviewed annually and any changes will be implemented from 1st July.

Full day: £19.00 8.00 a.m. till 6.00 p.m.
Morning session: £12.40 8.00a.m. till 1.00 p.m.
Afternoon session: £12.40 1.00 p.m. till 6.00 p.m.
10% discount for siblings

Terms and Conditions

Collection of Child

For protection of the children, only parents or persons nominated will be allowed to collect the children, unless we are notified.

Absence

Any holidays or periods of illness are charged at full rate as we are obliged to maintain the same staff numbers whether a child

Sickness

Any child suffering from an infectious disease i.e. sickness, diarrhoea, conjunctivitis or doubtful rash must not attend the holiday club. We consider most children taking antibiotics are too ill to attend the holiday club for at least 3 days. Should a child become ill at the holiday club, parents will be required to make arrangements for collecting the child as soon as possible.

Medicines will normally only be given to a child that has had them prescribed by their medical practitioner. The documentation of medicines will be recorded on the medication form to be signed by parents and signed by the staff who administered it.

Booking your child into the holiday club

To secure a place at the holiday club a non-refundable deposit of 20% of total fees will be required. The balance will be due, during the holiday period. This deposit will be deducted from the fees for your child at the holiday club.

All deposits are non-refundable.

1. Fees are payable in full during the school holiday period.
2. On enrolment a deposit of 20% is required.
3. Non payment of fees will result in your child's place being suspended, until the fees have been paid in full.
4. The collecting times are 1.00 p.m. for the morning session and 6.00 p.m. or before for the afternoon/full day session. Children who are collected outside of these times will incur a charge of £5.00 per 5 minutes.
5. Two weeks' notice is required for withdrawal of your child from the holiday club.
6. Absence due to sickness will be charged at full rate.