

Complaints Procedure

If you have a concern or complaint about your child's welfare or about any aspect of the Care and Learning Centre, we want you to tell us. The sooner that we are aware of your concerns, the sooner we can respond.

Please make an appointment to see the Manager or a senior member of staff if you have any concerns.

(See Complaints Procedure for further details).

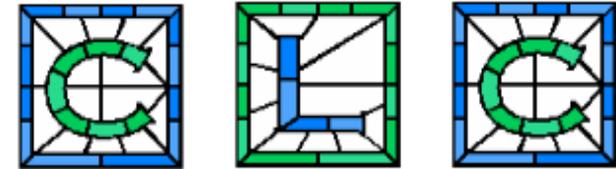
And Finally.....

A note of welcome:

We are delighted to have your family with us: we hope you'll be happy within our Centre and remember:

- Every child is different,
- They look different,
- Behave differently,
- Develop at different times and at different rates,
- Learn at different times and in different ways,
- For their sake, do not compare them with other children.

Monkfield Park



Care and Learning Centre

Out of School Clubs Brochure

2017/2018

At Monkfield Park Care & Learning Centre we work in partnership with parents/carers to ensure that:

- ◆ *Children are valued as individuals*
- ◆ *Children feel happy, confident and secure when attending*
- ◆ *Children develop confidence, independence and a positive self-image*
- ◆ *Children are educated for life*

Fees

If your child attends additional sessions, fees are payable as indicated on your invoice. Payment can be made by:

- Cash - in a named, sealed envelope
- Cheque - payable to 'Monkfield Park Primary School'
- Childcare Vouchers - ask at the office for further details.

Parents/Carers receiving Working Families Tax Credits may be able to claim help with childcare costs - this can be up to 70%. Please go to www.hmrc.gov.uk for further information on eligibility.

Communication

You can contact the Care and Learning Centre by telephone on 01954 273301 if no-one is available to take your call please leave a message.

Alternatively you can email

clcoffice@monkfieldpark.cambs.sch.uk

- Please check the whiteboard outside the Care and Learning Centre for information, as well as the entrances and notice boards.
- All correspondence is sent out electronically unless otherwise requested.
- If your child attends for extended hours, invoices and receipts will be sent electronically.
- Please ensure we have a current email address for correspondence.



Links with Parents/Carers & School

It may be necessary to share information with Monkfield Park Primary School about children attending the Care and Learning Centre. Staff involved with children with Special Educational or Medical Needs, Behaviour Plans or Individual Child Plans will need to liaise with parents/carers and the other setting in order to support individual children and meet their needs. Please let us know if your child has any additional needs or requirements.



Absences

If your child won't be attending the Care and Learning Centre for any reason, please ensure that you let us know.

If your child has had sickness or diarrhoea they **must not** attend any sessions for 48 hours from the last episode.

If your child is sent/goes home from school early and they are booked to attend After School Club, please ensure that you let us know.

If your child isn't waiting to be collected at the end of the day (EYFS & KS1) or does not arrive at the After School Club (KS2) and they are booked for a session with us, we operate our 'Missing Child' procedure and the police are called.

The Care & Learning Centre (C&LC) Staff

- Mrs. Juliet Ferris: Manager
- Mrs. Joy Arlott: Deputy Manager
- Miss Thereza Curtis: C&LC Assistant/3rd in Charge
- Miss Olivia Blackwell: Full Time C&LC Assistant
- Miss. Amanda Folkes: Full Time C&LC Assistant
- Miss. Denise De Martiis: Full Time C&LC Assistant
- Miss Claire Murgu: Term Time C&LC Assistant
- Mrs. Marian Burling: Clerical Assistant
- Mrs. Sandie Askew: After School Club Assistant
- Mrs. Jo Patrick: After School Club Assistant
- Mrs. Mona Fernandes: After School Club Assistant
- Mrs. Laura Molloy: After School Club Assistant



Welcome to Monkfield Park Care & Learning Centre

We aim to help children learn effectively by:

- ◆ Genuinely valuing children and their families.
- ◆ Developing children's independence, confidence and self-esteem.
- ◆ Providing a curriculum to promote children's all round development.
- ◆ Being aware of the value of providing for the needs of individual children.
- ◆ Ensuring that children learn through play, because play is the best way for young children to learn. It is fundamental to their intellectual development, as well as their emotional, social and physical development.



Activities

Out of school club sessions are play based; the role of the adult is to support and extend the children's play providing a safe environment in which to do this.

Some resources are readily available for the children to access independently. Resources which require adult supervision can be requested by the children at anytime.

If you would like your child to complete their homework please let us know: we cannot insist that this is done but we can support and encourage children to complete their homework.

Messy activities, both indoors and outdoors are available. If you would like your child to change out of their school uniform please send a change of named clothes which can be left on their peg in the Care and Learning Centre.

Snacks

Breakfast is provided in the morning; this consists of cereals, toast, yogurts, fruit, water or juice. After School Club food includes a choice of snacks such as beans on toast, jacket potatoes, wraps, cheese & biscuits.



If a cooking activity has taken place the children may taste what they have made during the sessions.

Children attending over lunch time during Holiday Club periods need to bring in a nut-free packed lunch. We cannot re-heat any food sent in for your child to eat. Breakfast, morning and afternoon snacks are provided at Holiday Club.

Escorting Children to and from Monkfield Park Primary School

Children are escorted to school by Care and Learning Centre staff where they join their class in time for the start of the school day.

Children attending the After School Club are collected by Care and Learning Centre staff at the end of the school day and escorted back to the building.

If your child attends an after school activity at the school arrangements can be made for Care & Learning Centre staff to escort them to and from these sessions.

Collection of Children

Please inform the Care & Learning Centre if someone different will be collecting your child. We will not allow children to leave with people we are not expecting. We can be informed by letter, phone call, email or verbally.

Please ensure that a member of staff signs your child out before you leave with them. EYFS children are not allowed to be collected by anyone under the age of 16 years.

Our Mission Statement

This outlines what children, parents/carers and the community can expect from us and the values that inform our work. We aim to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.



Monkfield Park Care & Learning Centre recognises that:

- Children learn best through play and quality first hand experiences.
- The involvement of adults in children's play is vital.
- Adults must observe, support, guide and extend play effectively if they are to achieve the best quality of learning for the children.
- We exist for the benefit of the children we serve.



Sessions

The Care and Learning Centre offers the following sessions for children aged 2—11 years:

- Breakfast Club: 8.00 am until 9.00 am
- After School Club: Until 5.00 pm or 6.00 pm
- Holiday Club: 8.00 am until 6.00 pm (booked by the hour)

We close for Bank Holidays, the period between Christmas and New Year, and the 5 Training Days in line with Monkfield Park Primary School.

