



**PROSPECTUS
FOR
PARENTS AND CARERS**

WELLS CE PRIMARY SCHOOL

OFSTED (Office for Standards in Education)
Early Years Directorate
Alexandra House
33 Kingsway
London WC2B 6SE
Telephone: (0845) 601 4771
Website: <http://www.ofsted.gov.uk/>

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Introduction

Brighter Futures provides before and after school care for children aged between 5 and 12 attending the Wells CE Primary School. A Breakfast Club operates in the school hall from 7.45am-9am, an after school club at the Wells Village Hall from 3.30pm-6pm and possible INSET day care from 7.45am – 6pm.

Aims

Brighter Futures aims to provide outstanding care for children, ensuring that each child has the opportunity to take part in a wide range of engaging activities in a comfortable, homely environment with friendly and well trained staff.

What we offer

Through themed topics we aim to provide a wide range of activities to suit all ages and interests, including educational games, reading books, art and craft materials including textiles, computer technology, table tennis and soft ball, sports and games, both inside and outside.

Breakfast and snacks are on offer and for an additional fee parents may opt for a home cooked meal for their child. All food is prepared on Brighter Futures premises, using fresh ingredients and following the framework of the Health and Safety and Healthy Schools regulations. Individual dietary requirements and parental preferences are met wherever possible. Menus are varied and on display for parents to view. Children are encouraged to take part in cookery and make their own healthy snacks.

Staffing

Managed by Nicola Turrell, a qualified teacher and Early Years practitioner, all Brighter Futures staff are carefully recruited and trained in accordance with National Standards for Out of School Care. All staff members are police checked through the Criminal Records Bureau. We ensure a ratio of at least one member of staff for each eight children attending the club, (with one member of staff to every four children under five).

Policies and procedures

Brighter Futures operates under a number of policies and procedures, copies of which are held at the club, and are available at your request. Copies of policies relating to fees, behaviour and admission are distributed to all members annually.

Verbal complaints will be brought to the next management meeting for discussion and action. The complaint can be brought to the meeting by the complainant or a representative. Separate meetings can be arranged by the management, if requested.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be made after the next management meeting, (not more than one month after the date of the acknowledgement). If you are not satisfied with the service you receive from Brighter Futures, please contact the regulatory body OFSTED directly. Their contact details can be found at the end of this prospectus.

A full copy of our complaints procedure and policy is available on request.

Pledge to Parents / Carers

We will....

- value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.
- welcome you at all times to discuss our work, have a chat or take part in our activities;
- keep you informed of opening times, fees and charges, programmes of activities, menus and procedures;
- be consistent and reliable to enable you to plan with confidence and peace of mind;
- share and discuss your child's achievements, experiences, progress, and friendships;
- organise regular parent/carers' meetings to involve you in decisions about running the club;
- ask your permission for outings and special events;
- listen to your views and concerns to ensure that we continue to meet your needs.

Contact Information

Director - Nicola Turrell
Brighter Futures
90a Wyche Road
Malvern
WR14 4EQ

Tel:- 07919357895
(mobile number, please leave a voice message if unanswered).

Email: mybrighterfuture@hotmail.com

Brighter Futures aims to encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

Brighter Futures will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; behaviour intended to result in conflict.

Brighter Futures has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Brighter Futures recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

Illness

We are unable to care for children who are unwell.

Please inform the manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 24 hours after the illness has ceased.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. Several of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident and emergency procedure and fire drills and emergency procedure drills are carried out regularly.

Medication

Please let the manager know if your child is taking prescribed medicine. Please speak to the supervisor if medication needs to be administered during club time. Ongoing medical conditions should be discussed at induction and stated on the Child Information form. Please refer to our health and safety policy.

Complaints Procedure

We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, or a member of staff.

Admission

Brighter Futures is accessible to children from the Wells CE Primary School. Admission to the club is via Booking Form, available from Brighter Futures. A waiting list system is operated on a first come-first served basis, with the exception of siblings who have priority for the same day(s) as a sibling already attending.

A completed Booking Form and child Information sheet is required for each child attending. This form contains information concerning your child and is confidential. This must be completed for every child whether undertaking regular or occasional care.

Payment of fees

Period	Term Time: Time	Fee
Breakfast club	7.45am-9am	£4.00
After School Club	3.30pm - 6pm optional hot meal	£8.00 £ 1.50

School Inset Days: (to be confirmed)

School Day	9am – 3.30pm	£14
Full Day	7.45am - 6pm	£25

Notes:

- Payments must be paid for half a term in advance.
- Refunds are not given for sickness, occasional days off or holidays during term time

Changes to days and cancelling your place

One month's notice of termination or changes in attendance must be given. Requests for changes to days should be made to the Manager and will be accommodated where possible.

Temporary changes

Please remember that we need to know if your child (or children) will not be attending Brighter Futures for any reason. Even if you have informed the Wells CE Primary School, Brighter Futures must also be contacted.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the Manager know by Thursday at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this brochure.

Induction

The child and parents/carers will be invited to come and visit Brighter Futures before the child's first day.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including meal times, collection, children's meetings).

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

Arrival and departure

Children attending Wells CE Primary School are taken to the register table in the school hall by their parent, where they sign the register and are welcomed by a member of staff. Brighter futures staff ensure children are delivered safely to their classes for the start of school. After school children are collected from the Wells CE Primary School by the Brighter Futures staff and escorted by walking bus to the Wells Village hall.

A register is taken each morning and afternoon and a signing-out sheet is used. Please ensure this is completed for each child collected.

Children may only be collected by a named adult.

The club finishes at 6:00pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £5 per 15 minutes will be charged if children are collected after 6:05pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

Child Protection

Brighter Futures creates an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal Opportunities

Brighter Futures is committed to equal opportunities as stated in its equal opportunities policy.

All personnel will:

- Treat each child as an individual with equal concern
- Give every child equal chances to learn and develop
- Take into account each child's age and stage of development, gender, ethnicity, home language and any disability
- Encourage children to develop a sense of their own identity and culture
- Help children to learn about other cultures and to develop positive attitudes people who are different from themselves

Special Needs

Brighter Futures will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme will include specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability. Each case will be assessed individually and risk assessed to ensure everyone's safety.

Please refer to our special needs policy.

General Information

Behaviour

Children and staff will create rules for behaviour whilst at the Brighter Futures. These will be displayed for children to see.

The club will also operate a behaviour policy, summarised here. A full copy of this policy is distributed to all members:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

