



Introduction

Welcome to PopSOC! We have prepared this parent information pack to provide you with all you need to know about the service we provide including fees, activities and outlines of our key policies. If you have any questions that are not answered in this pack, please call our Manager who will be happy to provide you with further information, and, if you wish, can make an appointment for you to visit the club. The policies included in this pack are summaries; to view the full text, please ask at the club.

About our club

PopSOC is a 40 place out-of-school club situated in the Youth Centre next to Poppleton Ousebank Primary School. It provides quality play opportunities for children aged 4 to 11 during the school term time. This age limit is extended to 13 during the holidays. PopSOC was set up by a group of local parents with the help of a grant from the New Opportunities Fund. PopSOC has also received funding from the City of York Council, the Parish Councils of Nether and Upper Poppleton, the Children's Sports Day Fund and local employers.

At PopSOC we aim to provide good quality, affordable childcare, in a physically and emotionally safe environment, to enable parents to take up employment, training or other opportunities which might not otherwise have been possible.

We provide the following Clubs:

Breakfast Club - 8.00 am until 8.45am

At the Breakfast Club children are offered a range of breakfast foods and a great chance to play before school. They can access a variety of the club's equipment and toys, and are looked after by our team of Playworkers, who then take the



children to the school in time for the beginning of the school day.

The Playworkers let the juniors safely into the school building, then escort the infants to the school hall for a story or a game. They are then escorted to their classrooms by the Playworkers.

After School Club - 3.15 until 6.00pm

Playworkers collect the children from the Lower and Upper school halls at the end of the school day. If your child attends Lower school, please inform the class teacher of the days they will be attending PopSoc. They will then be sent to the Lower School hall. If your Child is a junior please ask them to wait for collection in the Upper School hall. Registers are taken to ensure all children are present.

The Playworkers then take the children back to the club where a snack awaits them on the table. They also have ample opportunity to play with our wide range of equipment and toys.

PLEASE NOTE, IF YOUR CHILD IS ILL OR WILL NOT BE ATTENDING THE CLUB FOR ANY OTHER REASON, PLEASE INFORM THE CLUB AS SOON AS POSSIBLE. FAILURE TO DO SO WILL RESULT IN PLAYWORKERS SEARCHING THE SCHOOL FOR YOUR CHILD AND THEN CONTACTING THE NAMED PERSONS ON THE CONTACT LIST OF THE CHILD'S REGISTRATION FORM.

Parents/carers are required to sign their children in and out of the club and should inform the Manager if their child is to be collected by someone other than the person signing them in, or named on the registration form. Parents are reminded that it



is their responsibility to cancel any sessions they do not wish their child to attend.

Holiday Club - 8.00 am until 6.00pm

Morning session - 8.00 am to 1.00 pm

Afternoon session - 1.00 pm to 6.00 pm

Children can be booked into the holiday club for full day sessions or half-day sessions - booking forms can be obtained from the club. During each session children are offered a variety of activities and opportunities and a healthy snack.

Children who are staying at the club for a whole day session are asked to bring a packed lunch. If they are just attending for the morning, a packed lunch is also advised. **(Parents should ensure that they do not provide nuts, including peanut butter, in their children's packed lunches. This is to protect children with severe nut allergies).**

Throughout the holidays each week has a theme: activities and trips are organised to fit in with this theme. Trips have included Flamingo Land, Monk Farm Animal Park, bowling, cinema, Eden Camp, Tropical World, Forbidden Corner and many others. We also invite visitors into the club to provide entertainment and knowledge to the children. These visitors have included the Sheriff of York, a local dance instructor, a pet shop owner with a variety of creatures included lizards and tarantulas, Paramedics and the Police Dog unit. We also occasionally hire in specialist equipment including bouncy castles and camping equipment.

For details of the themes, activities, and trips organised for the next holidays please ask a member of staff or look for displayed notices in the club. Parents who regularly use the



club are posted the booking forms beforehand, with two weeks' priority booking.

Toys and equipment

PopSOC boasts an extensive range of equipment:

Board games	Train set
Computers	Cars
Television	Model Animals
Art and Craft supplies	Soft Toys
Sand Tray	Hama Beads
Air Hockey Table	K'nex
Table Tennis Table	Lego
Outdoor Toys	Wide variety of books
Dressing Up Clothes	and much, much, more!!!!!!!!!!

We very much appreciate contributions to our equipment of out-grown toys, books etc. We also greatly appreciate any suggestions as to what additional materials could be bought so as to ensure the club provides the richest possible range of activities and toys and caters for all ages and abilities.

We aim to provide an informal atmosphere where children can take part in activities, play with friends or relax and enjoy a quiet space. The club is situated close to the school, so we are able to offer opportunities for the children to play on the school field and Community Centre.

Activities at school / community centre

Children participating in extra-curricular clubs are picked up by a Playworker or walked back by a teacher. Older children may walk themselves to or from clubs but only with written parental consent. However, parents must understand that once their child has arrived at their activity they are no longer PopSOC's



responsibility; they are the responsibility of the parent/carer and/or the organiser of the club/extra curricular activity that they are attending.

PopSOC requires parents to complete the permission form for any such club or activity. Any such arrangement is made at the discretion of the Manager.

Emergency Bookings

To request an emergency booking please contact our Manager (01904 783653). Calls should be made during PopSOC hours where possible. If this is not possible, a messaging service is available and the Manager or Deputy will return your call. The availability of places will be subject to the other bookings and an emergency place cannot be guaranteed.

Cancellation

To cancel a booking, whether regular or one-off, term-time or holiday club, a minimum of **two weeks' notice** must be given. Where this has not been given, the full fee will be charged until the notice period has been served.

Extra charges for late collection of children

Children must be collected promptly at the end of each session. If you are unable to collect your child by the end of the session, please contact the club as soon as possible by telephone.

PopSOC has to pay two members of staff to stay with your child until he or she is collected and we therefore make a charge for late collections. For every 15 minutes after the session ends a charge of £10 will be made for each child (for example, if you collect your child at 6.10pm you will be charged



£10; if you collect your child at 6.20pm you will be charged £20).

The Management Committee reserves the right to cancel your registration if you are persistently late in picking up your child.

Playworkers

PopSOC is dedicated to ensuring it maintains a high quality staff team. Our staff attend courses to improve their practice within the club.

All of our staff members are qualified childcarers - four have earned a Cache Level 2 certificate in Playwork, with three of them working towards their NVQ Level 3 in Playwork. Three members of staff have a Diploma in Playwork, with one mid-way through their Foundation Degree in Early Years. We also have two members of staff with a Cache Level 3 Diploma in Childcare and Education.

All Playworkers also hold current first aid certificates; some with additional health and safety, child protection, behaviour management and food hygiene qualifications. Our Playworkers are encouraged to reflect on their practice and take steps to improve it.

All Playworkers are checked by the Criminal Records Bureau.

Membership of PopSOC

Once your children are registered, and you have paid the £5.00 registration fee, you are a member of PopSOC. As a member you will be invited to the Annual General Meeting (held in September) and are entitled to stand for election to the Management Committee, vote in the Management Committee



Elections and on other issues of importance to PopSOC. PopSOC relies upon parents who give up their time voluntarily to serve on the Committee to take all major decisions affecting the club. We would request that parents consider whether they would be able to volunteer and join this important group.

Fees as of 1st April 2009

Session	Fee
Breakfast Club	£3.30
After School Club	£6.60
Holiday Club $\frac{1}{2}$ day session	£9.85
Holiday Club full day session	£19.70

The Management Committee reviews the fees each year. One month's notice is given of any increase. Increases are implemented on 1st April each year, with no increase being made in 2009.

Payment

You will be sent an invoice for the previous month's sessions early each month, which you are required to pay promptly and no later than the date shown on the invoice. All payments should be made by cheque, BACS or childcare vouchers, payable to Poppleton School's Out Club. If you fail to pay by the due date an administration charge of £10 will be added to the following month's bill. In cases of persistent non-payment, the Management Committee may withdraw your child's place.

Payments can be given to a member of staff within the club, or can be sent to the Financial Administrator, Anne Guerri, whose address and contact details appear on the invoice.



PopSOC Policies & Obligations

1989 Children's Act and Registration

The club is registered by OFSTED to ensure that it is safe and suitable for all its purposes in terms of staff and premises.

The Manager is registered as 'suitable' to be working with children, as defined by OFSTED, through police references. The premises meet regulations regarding space per child, toilets and safe access to outside areas. The club maintains registration forms and an attendance register for each session. It obtains consent from parents/guardians for any activities that involve leaving the Club's premises.

New starter policy

During each child's first session at the club they will be shown around by one of the Playworkers and/or a child volunteer. The Playworker will explain the rules of the club and show all the areas the child is allowed to go and explain the few areas they are not.

The Playworker will explain all the fire drill procedures and show all the available toys at PopSOC . The Manager will be assigned as the child's key worker for the first couple of weeks and will observe the child and liase with the parent as to how well the child has settled into the club. The level of support given by the Playworkers will support the child where needed, taking into account any parent recommendations. Should any parent/carer have any concerns about their child and his/her activities at the club please do not hesitate to speak to a member of staff or to the Manager.



Equal Opportunities & Special Needs

The club recognises the importance of equal opportunities and is committed to addressing the issue in areas of activity. If your child has any special needs, continuing illnesses like asthma, eczema, diabetes, or allergies, you will be asked to fill out a health care plan form with the Inclusion Co-ordinator in the club. This will offer an opportunity for us to discuss with you how the club can best support you and your child, such as informing us of the signs and symptoms to look for in your child. This will greatly enhance the safety of your child in the club. We may also need to contact your GP for further information.

All medicines must be clearly labelled with the child's name, regularity, dose and expiry date. It is the parent/carer's responsibility to ensure that medicines are kept up-to-date and PopSOC is advised of any changes in their use. Training will be provided to ensure that Playworkers have information on administering medicines. **Only prescribed medications can be accepted and administered.**

Please ensure that the registration form contains details of such conditions so that we can ensure that all aspects are covered in staff training and the appropriate permissions are prepared before your child attends the club for the first time. For further information please see our Equal Opportunities and Special Needs policy.

- **Child Sickness Policy**

PopSOC has an exclusion policy (see below). This is to ensure that contagious diseases are not spread to other children and staff.

Minimum Exclusion Periods For Illness & Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics, prescribed	First 24 hours
Chicken Pox	7 days from when rash first appeared
Conjunctivitis	24 hours, or until the eyes have stopped 'weeping'
Diarrhoea	24 hours
Diphtheria	2-5 days
Gastroenteritis, Food Poisoning, Dysentery, Salmonella	24 hours, or until advised by the doctor
Glandular Fever	Until certified well
Hand, Foot & Mouth Disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice, thereafter until recovered
Hepatitis B	Until clinically well
High Temperature	24 hours
Impetigo	Until the skin has healed
Infective Hepatitis	7 days from onset
Measles	7 days from when rash first appeared
Meningitis	Until certified well
Mumps	7 days minimum, thereafter until swelling has subsided
Pediculosis (Lice)	Until treatment has been given
Pertussis (Whooping Cough)	21 days from onset
Plantar Warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet Fever & Streptococcal Infection of the Throat	3 days from start of treatment
Tuberculosis	Until declared free from infection by GP
Typhoid Fever	Until declared free from infection by GP
Warts; Verrucae	Exclusion not necessary – affected areas to be kept covered.

If a child becomes unwell at school, it is the school's responsibility to arrange for the child to be collected from school. If a child becomes unwell at PopSOC, we will contact you so that you can collect your child.

If a child is started on a new medicine, it is important that the PopSOC Manager is informed in writing so that staff can be



aware of any symptoms or signs of allergy which may develop whilst your child is attending the club. The child should not attend PopSOC for at least 24 hours following the first dose of medicine.

Behaviour management

PopSOC wishes to promote positive behaviour. We expect children to be kind, helpful and polite and take care of property. As a play facility, there is an expectation that children may be loud, excited and messy providing this behaviour does not put them or others in danger or cause discomfort.

PopSOC is dedicated to managing challenging behaviour in a positive manner. PopSOC staff are requested to monitor behaviour with regard to the following principles: Playworkers will encourage the children to think about the consequences of their actions and make amends for any action they have taken which has caused harm to another child or their property. (i.e. making a new picture for someone if they ripped the previous one). Our Playworkers will avoid at all times techniques which cause humiliation and any physical punishment.

In extreme circumstances it may become necessary for a Playworker to use physical intervention to prevent a child from causing harm to themselves or others. It will only be used as a means to control or calm the situation down after the Playworker has tried other intervention techniques. The child will be gently led away from the situation. Physical intervention will not be used as a form of discipline. The minimum force necessary to prevent injury or damage will be used and will be appropriate to the age, size and strength of the child/ren involved. If you have any concerns about this please speak to



the Manager. (Please see behaviour management policy for more details.)

Child Protection

PopSOC is dedicated to ensuring the safety of all children and is therefore committed to child protection. Any Playworker noticing the signs and symptoms of child abuse will record the details and inform the Manager and Child Protection Officer. Playworkers are trained and recognise that they should observe a number of signs or symptoms before taking any additional action. PopSOC is committed to ensuring such matters remain confidential.

Should the Manager deem it necessary, a report will be made to City of York Social Services concerning any child deemed to be at risk. Parents will be kept informed unless the Manager feels it would endanger the child's safety to do so. (Please see Child Protection Policy for further details.)

Health and Safety

PopSOC is committed to ensuring the health and safety of all the users of the club. Regular health and safety checks and risk assessments are conducted to ensure the safety of children, parents and staff. (Please see the Health and Safety policy for more information).

Property statement

PopSOC is not insured against the loss of personal items such as clothing, jewellery, musical instruments, books, money, toys, mobile phones etc. We will endeavour to keep childrens' property safe. However, we cannot guarantee this, and such items are left at the owner's risk.



Parents are advised that the following precautions will minimise the risk that property will be lost: children's clothing, bags and shoes are named; children do not carry money; children do not wear jewellery.

Anti-bullying

PopSOC is dedicated to ensuring a safe environment for children at all times which is free from all types of bullying. Bullying is regarded as totally unacceptable and includes the repeated harassment of others through emotional, physical, verbal or psychological abuse. In the event that, despite all efforts made, bullying persists, the parents/carers will be informed as soon as possible. A meeting will be arranged between the staff and parents to discuss the issues and to form a united approach. (Please read anti-bullying policy for more details.)

Place Allocation

In the event that a required session is unavailable, your child/ren's name will be placed on the waiting list. Priority is given to those who already have a sibling using the club but, thereafter, it is dependant on your position on the list. As soon as a space becomes available, you will be notified so, should you still require it, your child's name can be added to the register.

Any Questions?

Please speak to the Manager, Ceri Taylor or the Deputy, Alex Staples on 01904 783653.



Comments from staff, parents and children

'It's good to relax in the knowledge that your child is in a place where they are having lots of fun.' - **Parent**

'I like PopSOC and I like the staff. I like the games that you've got' - **Child age 8 years**

'I like the Hama beads and I like the snack and I like the new paint decorations.' - **Child aged 6 years**

'There's lots of glitter and stuff you can use for crafts.' - **Child aged 9 years.**

'The opportunity to mix with various age groups has developed my child's social skills and confidence.' - **Parent**

'It's awesome, we love it, it's good to have a place to go while your parents are at work or if you just want to come or want somewhere to make you happy' - **Joint statement from boys aged 7-10**

'PopSOC is a place where everybody fits in. Through the door you will find loads to do and lots of friendly people (us!!!) The Playworkers are ace. We love it here.xxxxx' - **Young people aged 11 and 12**

'I love the rapport between children and staff and seeing the older children help the younger ones to settle in. PopSOC has a great atmosphere and everyone has happy times here. The emphasis on mutual respect pays great dividends and helps everyone to make new friends.' - **Playworker**

'Staff are always friendly and approachable. Children rarely want to go home and obviously enjoy themselves and like the staff.' - **Parent**



'I love having a close working relationship and bond with staff and children. It is good to see children of varying ages playing together. PopSoc has a warm, friendly and relaxed atmosphere, I look forward to going to work every day. PopSoc is a home from home for everyone who plays and works there.' - **Playworker**

'Staff are always willing to go out of their way to accommodate extra activities such as drama, film club, discos, etc.' - **Parent**

'I would like to say as a founding member of PopSoc and as a parent whose children have used the club for the past five years, that I am very proud of PopSoc and give my heartfelt thanks to Lisa and her team, and all the workers who preceded them, for genuinely caring about my children as individuals, offering them some fantastic experiences and giving me peace of mind.' **Tina Walker, founder member of the Management Committee**



Useful Contact Numbers

Children's Community Services

- **Information and Advice Team** 01904 613161
- **Emergency Duty Team** 01904 762314

Police Family Protection Unit 01904 631321

Social Services Customer Relations Unit 01904 670693
01904 670461

Day Care Trust 020 7405 5617

Kids Club Network 020 7512 2112

Kidscape 020 7730 3300

National Children's Bureau 020 7843 6000

National Playing Fields 020 7584 6445

NSPCC 020 7242 1626

Office for Standards in Education (OfSTED) 0845 404040

UNICEF 020 7405 5592

YMCA Children's Work Unit 020 8509 4567

Childline 0800 1111