

Malvern Special Families (MSF)

Parent & Carers Contract 2018/2019

MSF clubs aim to provide a safe, fun and relaxed place where children and young people aged between 5 and 19 years are encouraged to learn through play and make friends. We do this by providing them with stimulating activities, materials and opportunities. They can develop their social skills, develop life skills and most of all have fun whilst giving the family a short break.

MSF is a charity, managed by a voluntary committee of trustees including parent and carers of current and past attendees of MSF clubs. MSF clubs are regularly inspected by OFSTED and we quality assure our work as part of our commitment to excellence. Our Policies and Procedures file, which provide the framework for our daily operation, is available upon request at all clubs and we hope that you will take the time to read through them.

MSF welcome parental involvement and feedback, so that we can shape our services to meet your needs. We ask parents/carers to attend the AGM, wherever possible. If you wish to get involved as a trustee or in fundraising please contact Maria Munday. Also let us know if you have special skills or exciting play opportunities, and are willing to help at the clubs. Your support is much appreciated.

MSF Clubs for Children & Young People

Children and young people must have an up-to-date 'Child & Young Person Information Form' and a signed parental/carers contract. This is intended to ensure that your child receives appropriate care to the highest standard.

Registration & Information

Our 'Child & Young Person Information Form' is renewed annually. It is your responsibility as parent/carers to ensure that the details we hold on your child is accurate. These forms hold important information, including your doctor's name, and contact details in case of an emergency if you are unavailable. We also ask that details of allergies and immunisations are recorded as well as behaviour triggers and details of epilepsy and diabetes etc. This is so that we can tailor our support to each child's individual needs. We appreciate that this information is confidential and is only shared with staff on a need to know basis. Please notify MSF should there be any changes to the details in the registration form. You can do this by calling Caroline Conein at the office.

Malvern Special Families cannot be held responsible for a child's welfare if the parent/carer has misinformed or not updated their child's information.

In the event of an emergency, the playleader will contact the parent/carer using the details on the registration form. In the event that they are unavailable, then second contacts as listed on the registration form will be contacted.

Staff Ratio

The ratio of adults to children is determined according to each young person's individual need. This is so each child has the support and care they require. We offer sessions to parents according to a suitable place being available.

Booking In

The booking information form which goes out to all parents with booking forms contains details of club venues, times and playleader contact details. This is issued termly in advance.

In the event of your child being unable to attend a booked session please phone Helen Link at the office at your earliest convenience. If you are unable to attend a Saturday Club and the office is closed, please call your playleader on the work mobile.

The playleaders are available to discuss any issues at the beginning and end of the daily session. Additionally we provide opportunities to talk to parents during social events, which are advertised to parents through our newsletter.

Safeguarding Children & Young People

All children and young people must be signed in, and out again with the time of leaving. You must also record who will be collecting your child at the end of the session. All people collecting must be known to the staff and over the age of 16 years. We work within the guidelines of the Worcestershire Safeguarding Board's publication of "Working Together to Safeguard Children" March 2015, "Safeguarding and Child Protection Guidance for Early Years and Childcare Providers" 04.2017. We believe that everyone involved in the care and development of young people has a role to play in safeguarding, and we take this responsibility very seriously. The Designated Safeguarding Lead for safeguarding is Maria Munday, and if you have any safeguarding concerns, you can contact her at the office.

Malvern Special Families Office: (01684) 892526

Settling Children & Young People In

You will usually be invited to a settling in session. Please use this as an opportunity to share with our staff those valuable tips and tricks for caring for your child. We understand that some children settle quickly and others take longer.

Medication & Illnesses

It is a condition of our clubs insurance that the administration of drugs or medicine during our clubs takes place only under the strict conditions outlined in our medical policy.

We support children with lowered immune systems therefore, if your child has an infectious disease e.g. measles, chicken pox, impetigo, conjunctivitis etc. please let the office know. We are also unable to take children who have had sickness/diarrhoea symptoms in the last 48 hours. When dropping your child at a club, it is important to let us know about any existing injuries (including cuts and bruises) that your child may have.

Food & Drink

All children are offered a drink of water and fresh fruit at break times. Please provide a healthy packed lunch and drinks for your child when attending MSF clubs. Please use chill packs to keep food fresh where possible.

Young people are not permitted to bring sweets to MSF clubs.

Mobile Phones

Mobiles are not to be used on club premises. Children and young people must hand in their mobiles to the playleader when they arrive at the club. These will be returned to them at the end of the club.

Clothing & Possessions

We strongly recommend that young people do not bring in their own treasured possessions unless in exceptional circumstances, these should be discussed with the playleader. MSF take no responsibility for items that are lost or broken. Some of MSF clubs activities are messy, so we suggest that your child wears washable, practical clothes. Aprons may be provided, but they are not fully protective, and some children do not like to wear them. The children enjoy making use of the outside space, so please make sure that you leave your child's coat in colder weather, a hat and sunscreen in summer and even wellies when necessary.

Behaviour

Staff place a strong emphasis on positive attention for appropriate behaviour for play. We will praise often and be quick with praise. When a child has negative behaviour we will redirect the child to another activity and distract them. We can look at the activity and see if we can identify any trigger points that could be altered or removed. Children may be removed from a situation that is causing anxiety or distress and taken to a quiet safe place for behaviour recovery.

Physical Intervention

Malvern Special Families has a legal duty to maintain a safe environment at the clubs. Incidents may occur where the use of positive handling is required as a last resort. We have trained staff who will manage these occurrences. For some children there may be the need to use specific techniques to routinely manage their behaviour. This will be recorded in their Positive Handling Plan. Such arrangements will be fully discussed with parent/carers. All intervention will be recorded and monitored. All parent/carers will be informed after an incident where positive handling is used with a young person.

In exceptional circumstances, parent/carers will be called for assistance if it is felt that their child displays challenging behaviour of such an intensity, frequency or duration, presenting too much of a risk to themselves and/or others, or behaviour which is likely to seriously limit use of ordinary club facilities.

Fees

We will invoice for club fees after a booking has been submitted and places allocated. This is usually a term in advance. We use Quickbooks for all invoicing. In case of cancellations, fees will not be refunded even if we were able to fill the place booked for your child.

Courtesy

MSF expect those accessing our services and premises to treat staff with the courtesy and respect that they would expect to receive themselves. MSF will not tolerate violence, verbal aggression, threats of violence or abusive language towards our staff. We would like to promote a courteous environment for all.

Complaints

If you are dissatisfied with any aspect of the club's provision or activity please talk the matter over with the playleader in the first instance. We hope that all complaints can be dealt with in an informal manner. However, a copy of the Complaints procedure is available at all clubs or can be requested from the office.

Declaration

I have read and understood the terms of this agreement and will abide by these. An up-to-date registration form has been completed for my child for the current year (2018/2019).

Name of child/young person:

Name of person with parental responsibility:
(print name)

Signature of person with parental responsibility:

Relationship to child/young person:

Date:

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