



# The Oaks Registration Pack

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## Welcome to The Oaks Childcare Clubs Community Interest Company (“The Oaks”)

**The Oaks** is a group of five clubs providing a fun, safe place for children of different ages to play and have breakfast, or to spend time after their day at school.

The Oaks was started over 15 years ago and has evolved from a single club, run by volunteer parents, to 5 clubs run by a committee over three sites with over 200 children being looked after by a professional team of up to 20 staff.

In 2015, we changed our legal status and became Oaks Childcare Clubs Community Interest Company (CIC). Our CIC status means that legally, both now and in the future, we commit to using any money left over after running costs for the benefit of the schools where we operate, our employees and the children and families who use the services.

Our staff are qualified experts in Playwork, and our clubs provide a relaxed environment for safe and happy play. We offer healthy snacks, opportunities for children to read or play along or with others and a comfortable and stimulating environment, inside and outside. We provide supervision for safety, and offer a wide range of activities for your child to choose from.

### Our objectives are:

- ✔ To provide the necessary facilities for the daily care and recreation of children out of school hours, to aid them in their development and growth
- ✔ To advance the learning and development of the children, and our employees in the provision of such care, education and recreational facilities.

### The Clubs are:

**Little Early Oaks** provides a Breakfast Club at **The Community Centre (Mortimer)** for St John’s children. It runs from **7.30am to 9am** and provides a healthy breakfast as well as free play time before ensuring that the children are safely within their classrooms.

**Big Early Oaks** provides a Breakfast Club at **Mortimer St Mary’s School** within **The Oaks building for all St Mary’s children**. It runs from **7.30am to 9.00am** and provides a healthy breakfast as well as free playtime before the children walk across the field to the school playground to be collected for registration.

**Little Oaks** provides after school care for **Mortimer St Johns children on the school premises** from **3.10pm to 6.00pm**

**Big Oaks** provides after school care for **Mortimer St Mary’s children, again on the school premises** from **3.30pm to 6.30pm**.

**Burghfield Oaks** provides after school care for **Burghfield St Mary’s children on the school premises** from **3.15pm to 6.00pm**.

*A healthy snack is served at all the afterschool clubs around 4.30pm each afternoon.*



Welcome to The Oaks Childcare Clubs  
Community Interest Company ("The Oaks")

## CONTACT DETAILS

We hope that your child or children will be very happy with us at The Oaks.

**To register and for general enquiries, please contact Victoria Jackson our General Manager using email: [oakscluboffice@gmail.com](mailto:oakscluboffice@gmail.com)**

**To make any changes to your bookings once you are registered, please contact Club Playleaders directly:**

**Early & Little Oaks** (Mortimer St John's)

**Jo Dore 07968 439041**

**Early Big Oaks** (Mortimer St Mary's)

**Breakfast Team 07752 699804**

**Big Oaks** (Mortimer St Mary's)

**Graham Field 07826 462650**

**Burghfield Oaks** (Burghfield St Mary's)

**Lily Farmery 07918 828246**

## Arrival and Collection

Arrivals and departures from the club are recorded in the daily register. Please ensure that you sign this as your child arrives or departs. Please also ensure that your child arrives only after the start time (7.30am for breakfast clubs) and is collected before the club closing time (6.00pm latest for Burghfield Oaks and Little Oaks and 6.30pm latest for Big Oaks).

*Further information is provided in our Arrivals and Collections policy (see page 9).*

## Invoicing/Childcare Vouchers

Invoicing of regular sessions is in advance and payment of fees must be made monthly within two weeks of invoicing. All booked sessions must be paid for even if your child does not attend for any reason.

Payment can be made by BACS transfer, childcare vouchers or cheques (not cash). If you wish to use childcare vouchers, please contact us with the voucher company details.

*Further information regarding our fees is provided in our fees policy (see page 8).*

## Notice/Session Changes

We require four weeks' notice, in writing, for any permanent reduction or changes to the sessions that your child attends the club, including if they are leaving. This is to allow us to manage staff ratios and rotas fairly and responsibly. Where there is a waiting list for any session for which you are giving notice, we will waive the notice period for that session.



## Information about your Child

**It is important that we have up-to-date information about your child including their dietary needs, medical/health needs, parent/carer contact information. Please ensure that the attached registration form is returned to us as accurately and completely as possible and that you notify us about any changes to this information.**



## Communication

We recognise that our breakfast and after school clubs are bridging space between home and school. Good communication between parents and our playleaders/playworkers is essential for a smooth transition between these environments.

We share information through newsletters and meetings if requested, as well as informal chats as you drop off/collect your child. Parents are always welcome at the club and our staff/General Manager is available to discuss any aspect of your child's care. Please also feel free to leave comments for the staff and management in our suggestion book next to the daily register.

In each club, you will find a display board with important club information including our Ofsted registration, first aid, fire drill and insurance details. Further information including copies of the club's

policies, procedures and regulatory certificates can be made available on request.

Each club uses an incident book to record any out-of-the-ordinary incidents such as accidents or behaviour-related incidents. You may also be asked to consent/counter sign an accident form or a form to provide permission for administering prescription information.

We will occasionally ask you to complete a Parent Survey. Your responses greatly help us to understand what you need from The Oaks, and to ensure that your children enjoy and benefit from attending our clubs.

Please feel free to speak with the Playleader or General Manager to discuss any aspect of your child's care.

## Privacy, Confidentiality and Parental Access to Records

All staff respect the confidentiality of parents and children. Only staff who work with the children or at the club will have access to their file. Parents may view these files on request. The relevance of material considered highly confidential will be discussed with the chair of the committee before disclosure.

All files are kept safely at the club and only certain pieces of information will be accessible to staff and parents.

In usual circumstances, staff will only pass on information about a child to another professional after gaining the consent of the child's parents.

When information regarding their child is shared with parents, it is done in a sensitive manner in a quiet area of the school or in the office. Discussions about a child are not held in front of him/her. Where there is a serious incident involving health and safety or safeguarding, we will not seek consent to share whatever information is required by us to deal with the incident and to comply with our legal and professional responsibilities. You will be kept fully informed of any serious incidents involving your child. For further information please refer to our (Child Protection Policy, Site Security and Health and Safety Policies)

**The Oaks CIC is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. The law on data protection allows us to process your data for certain reasons only:**

- 1. In order to carry out our responsibilities in the contract we have with you, with our employees or with an agency;**
- 2. In order to carry out legally required duties as an employer or sponsor;**
- 3. So that we can carry out our Legitimate Business Interests.**

## Feedback/Complaints

We are committed to communicate with parents/carers openly and regularly and we welcome all comments on our service, regardless of whether they are positive or negative. Please refer to our Working with Parents policy for more information.

You are welcome to provide feedback to us at any time. We aim to deal with any issues or negative comments as quickly and positively as possible. We are aware of how important the three-way relationship (club staff-parent/carer-child) is to the child's wellbeing. If you do have a complaint that you would like dealt with formally, then please refer to our **Complaints Policy**.



# The Oaks Registration Form

**CONFIDENTIAL**

School: **Mortimer St John's**

**Mortimer St Mary's**

**Burghfield St Mary's**

## Sessions Required

	Mon	Tue	Wed	Thurs	Fri	Occasional
Breakfast						
Afternoon						

Desired Start Date

## Child's Information

First Name

Surname

DOB

School Year and Class (if known)

Do they have a sibling already attending any of the Oaks clubs? If yes, please specify who and which club:

## Parent / Carer Information: PRIMARY CONTACT

Legal Responsibility Y N

Relationship to Child

First Name

Surname

Child's Home Address

Postcode

Mobile Phone

Alternative No. (work/home)

Email Address

*(to be used for all communication including invoicing)*

## 2ND PARENT/CARER

Legal responsibility Y N

Relationship to Child

First Name

Surname

Mobile Phone

Alternative No. (work/home)

## EMERGENCY CONTACTS

*2 Further contacts MUST be provided in order of priority in case primary or 2nd contacts can not be reached.*

1.Name

Contact Number

Alternative Contact No.

Relationship to Child

2. Name

Contact Number

Alternative Contact No.

Relationship to Child

## PASSWORD

Needed for an alternative authorised person to collect your child

Signature of Parent / Carer

Date



Child's Name

DOB

Are there any medical conditions or recurring complaints which our staff should be aware of including allergies e.g. food, skin contact etc.?

Are there any medications that our staff should know about or have in case of an emergency?

Does your child have any special educational needs or physical disabilities?

Is there any other information that staff caring for your child should be made aware of?

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## EMERGENCY INFORMATION

### Primary Emergency Contact:

Name

Contact Number

Relationship to child

In the event that my child is involved in a serious incident while at the club, please use the emergency contact details above.

In the event that my child requires immediate medical treatment before I will be able to get to the hospital, I hereby authorise the Oaks Staff/General Manager to consent to emergency medical treatment on my behalf. I understand this authorisation will remain valid unless I contact the Oaks Staff/General Manager to withdraw it.

Signature of Parent / Carer

Date



Child's Name

## Photographs

I / We give permission for my/our child to be photographed by The Oaks, for the following reasons (please tick all that apply):

To record the child's daily routine for professional development or statutory frameworks (e.g. to accompany an Oaks member's course work or for EYFS)

For the Oaks' photo album

For the Oaks' promotional literature (*which will not include any names*)

For the Oaks' website (*which will not include any names*)

The Oaks website (*which will not include any names*)

For other organisations' promotional literature (such as St John's / St Mary's school) (*which will not include any names*)

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## DVDs

At the Oaks we do from time to time like to watch a DVD or Video with the children. Therefore, we would appreciate your permission for your child to do so with us. Please tick the ratings that you are happy for your child to view at club, please note that we only show children's movies and those appropriate and of interest to the age group of the club, and alternative activities are available.



**U** - Universal, meaning the film, video or DVD is suitable for anyone. Examples include Trolls, Finding Dory and Despicable me movies



**PG** - Parental Guidance, which means that some parts of the film might not be ideal for younger children. Examples include Moana, Frozen and Paddington

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Parent / Carer Name

Signature of Parent / Carer

Date



Child's Name

At The Oaks we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone and email (and post if necessary), so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- Have a safeguarding concern about your child
- Are required to by government bodies or law enforcement agencies
- Engage our childcare IT system supplier (Connect Software Solutions Ltd) to process data on our behalf (eg to record details of your child's bookings and to issue invoices)
- Have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- We will not be able to continue to care for your child if we do not have sufficient information about them
- Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

**Please sign and date below to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.**

Signed

Date

Name

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*





## The Oaks Group **FEES** Policy and Procedure

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Early Little Oaks · Early Big Oaks · Little Oaks · Big Oaks · Burghfield Oaks

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Our Clubs exist to provide a high quality, safe and stimulating environment for children. In order to ensure the continued high standards and sustainability of the Clubs, we must ask that parents/carers respect our policy in terms of fees.

1.  
The level of fees will be set by the Committee and reviewed regularly in light of market rates, the Clubs' financial positions, future strategic plans and any other broader economic or social consideration deemed relevant. We are a not for profit organisation and timely payments are critical to the continued operation of the Clubs.
2.  
Invoicing of regular sessions is in advance and payment of fees should be made monthly within two weeks of invoicing. All booked sessions must be paid for even if the child does not attend for any reason. Payment can be made by BACS transfer, childcare vouchers or cheques (not cash).
3.  
Ad-hoc sessions are invoiced in the following month and the same payment terms and methods apply.
4.  
A £5 late payment charge will be applied if the payment deadline is not met.
5.  
We require four weeks' notice, in writing, for any permanent reduction or changes to the sessions that your child attends the club, including if they are leaving. This is to allow us to manage staff ratios and rotas fairly and responsibly. Where there is a waiting list for any session for which you are giving notice, we will waive that the notice period for that session.
6.  
If fees are paid persistently late or remain unpaid without explanation, the Clubs will no longer accept bookings for that child and their place will be released.
7.  
The Oaks Group will consider requests for alternative payment arrangements on a case by case basis. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Treasurer and Chair Person at the earliest possible opportunity.



## The Oaks Group

# ARRIVAL AND COLLECTION Policy and Procedure

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Early Little Oaks · Early Big Oaks · Little Oaks · Big Oaks · Burghfield Oaks

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Our Clubs will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session. Our Clubs have the highest regard for the safety of the children in our care from the moment they arrive to the moment they leave. At the end of every session all children are to be collected in a timely manner by a known parent/carer.

### Daily Register

It is the responsibility of the Play Leader to ensure that an accurate record is kept of all children in the Club and that any arrival and departure to and from the premises is recorded in the register. It is also the responsibility of parents to ensure that their child's arrival at breakfast club and departure from after school club is recorded in the register. The register will be kept in an accessible location on the premises at all times. Records of daily registers will be kept by the club for at least two years (in accordance with the Childcare Register requirements).

### Medicine

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign an Administering Medication form. Further details of this procedure are contained in the Club's Health and Safety policy.

### Arrivals

On arrival at breakfast club (from 7.30am for both Early Little Oaks and Early Big Oaks), parents should record the child's attendance in the daily register including their name and time of arrival. When children arrive at after school club at the end of lessons or school-run clubs, a member of staff will record the child's attendance in the daily register including the time of arrival.

### Collection

› Children can be collected from **Little Oaks** any time **between 3.10pm and 6.00pm** when Little Oaks closes.

› Children can be collected from **Big Oaks** any time **between 3.30pm and 6.30pm** when Big Oaks closes.

› Children can be collected from **Burghfield Oaks** any time **between 3.15pm and 6.00pm** when Burghfield Oaks closes.

**It is very important that you collect your child on time and notify us in advance of any changes to collection arrangements.**

Upon departure, the register will be signed by either staff (if breakfast club) or parents (at after school clubs) to show that the child has left the premises, and the time recorded.



## Alternative arrangements

If the child is to be collected by someone other than the primary or secondary parent/carer this must be notified to a member of staff in advance. If the person collecting the child is not a named person on the Registration form, then he/she must know the password provided to us and provide suitable identification on request. In the event of someone arriving to collect the child who is not the primary, secondary or emergency contact, and has not been notified/introduced to us in advance, the child will not be released until parental permission has been received.

Alternative permission and arrangements for children leaving the Club alone, or with older siblings (aged 11+), at the end of session or during a session will be discussed between the Play Leader and parents/carer based on the understanding of the child's age, maturity and previous experience. Written consent to alternative arrangements will need to be given to us by the parent/carer before any alternative arrangements can commence. No child under age of 8 will be allowed to leave the club unaccompanied.

If the parent/carer or emergency contact is going to be late to collect their child, staff must be informed of this on arrival or as soon as the parent/carer is aware of a delay.

## Late Collections

**In the event of a child not being collected by the closing time of the Club as above, the following steps will be taken:**

- 1 - The Club manager(s) will contact the primary and secondary contact.
- 2 - If no reply, the emergency contact number will be used.
- 3 - The Club will not allow a child to leave with any other adult unless the parent/carer gives permission to the club directly.
- 4 - Late collections will be monitored and discussed with parents/carers if repeated.
- 5 - If parent/carer is late in collecting their child without prior arrangement or warning or is persistently late, they will be liable to pay a cost.
- 6 - The charges are: £10.00 for the first 15 minutes after Club closure, increasing by a further £5.00 for each 5 minute period thereafter.

**If the child is not collected by 6.30pm from Little Oaks or Burghfield Oaks and 7.00pm from Big Oaks, there has been no communication from the parent/carer or designated adult and we have taken every reasonable action to make contact, the following procedure will be followed:**

- > Social Services will be contacted who will decide on further action to be taken.
- > A notice will be displayed on the front door indicating what action has been taken.

## Sickness/Absences

If a child is going to be absent from a session, parents must notify the staff in advance if possible or on the day. We are not part of the school and will not be aware if, for example, your child is off sick or being picked up directly from school.

Our staff will always try to understand the causes of prolonged absences and give support when necessary.