



The Mohair Centre

HOLIDAY PLAYScheme

PARENT HANDBOOK

holidayclub@mohaircentre.co.uk

01825 872457

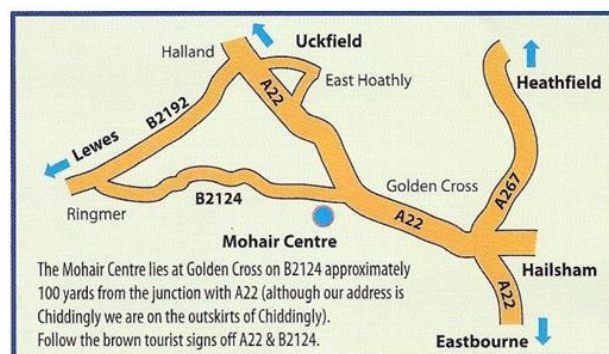
Holiday Club Manager: Caroline Taylor

Deputy Holiday Club Manager: Lorena Alfaro Martin

Mohair Centre Ltd

Director: Jacky Webb 07885362008

j.webb@mohaircentre.co.uk



Mohair Centre Ltd, Brickfield Farm, Lewes Road, Lewes, BN8 6JG

Thank you for booking your child/children for the Holiday Playscheme. We look forward to welcoming you to The Mohair Centre. Your child's registration form will be kept securely on file for use when your child attends, ensuring we meet their needs. Please let us know if any of these details change, particularly emergency contact numbers, allergies and medical details.

BOOKING PROCEDURE FOR HOLIDAY PLAYScheme

All bookings must be made in advance and payment must be received before the holiday playscheme starts. Please email your required dates to **holidayclub@mohaircentre.co.uk** following the Holiday Playscheme mailing. Sorry, we are unable to accept booking by telephone.

1. Once on the mailing list, you will receive an email to announce that bookings are open. Please check your junk mail. The date when bookings are open, is announced on the website (normally 3-4 weeks prior to the holiday playscheme) Reply directly to this email to: holidayclub@mohaircentre.co.uk
2. Bookings are allocated on a first-come first served basis and we will create a Waiting List when days are full - please don't waste any time in booking if you are keen as spaces go very quickly.
3. Please reply promptly by email stating:
 - Name/s of Child or Children
 - Days required (alternative date/s are also helpful, should your first choice of date be full)
 - Times required for each day. (e.g. 10:30am- 4.30pm, or 8.00am -6.00pm)
4. We will work through emails in order of date / time your email is received. We thank you for your patience as we receive a high volume of emails. You will receive a confirmation by email, where we will confirm the fees due to complete your booking. Those that have been unsuccessful with bookings will be placed on a waiting list and receive an email to confirm you are on the waiting list.

Invoices will not be sent, but receipts can be provided on request. Waiting list places will be allocated on the date provided on the mailing should there be any cancellations, or fees left unpaid. We cannot hold places where payment has not been received.

5. Please arrange payment on receiving your confirmation email as soon as possible. This can be by bank transfer or arranging payment through Childcare Vouchers. Please indicate how you will make payment ensuring that payments are easily identified using your child's name and surname as reference.
6. Payment: We are unable to accept cash or cheques. For bank transfers, use details below:

Account Name:	Mohair Centre Ltd
Account Number:	64147063
Sort Code:	30-99-50
Reference:	(Child name & surname)

Childcare Vouchers – Our Unique Ofsted Reference Number is **Mohair Centre Childcare 2835329** , should you need to organise childcare vouchers or Working Tax Credit.

Prices:

Breakfast Session	8.00am-10.30am	£8 per hour
Core Day	10.30am-4.30pm	£45
Tea Session	4.30am- 6.00pm	£8 per hour

7. Joining Instructions:

We aim to send out Joining Instructions via email at least a week before the Playscheme commences. Details of themed days / weeks will be available in a separate programme sent with the initial mailing. Please check your junk email.

If payment has not been received, we reserve the right to turn your child away on the morning concerned as your place will have been reallocated. No child may attend without a Holiday Playscheme registration form or payment.

BEFORE ARRIVING AND GENERAL INFORMATION

Please note that children will be engaged on the farm or Forest School at various times during the Holiday Playscheme. We aim to be outside as much as possible, so clothing appropriate for the weather and welly boots separate from sturdy shoes/trainers are always a necessity. **We cannot stress the importance enough of clearly naming everything!**

All children must have:

- 1. Registration Form** – Please complete/email a new one if you child has not attended for 6 months.
- 2. Booking** received, agreed by email and payment received in advance of date
- 3. Welly Boots-** pair of clearly named Welly boots (this is essential) as well as shoes/trainers with closed toes to be worn indoors and out.
- 4. Spare clothes-** at least one set of spare clothes- your child will get muddy/messy therefore 'best' clothes are never suitable for the Mohair Centre.
- 5. Waterproof trousers, waterproof coat,** (warm waterproof coat, thick socks and layers in winter months)
- 6. Water bottle** (named) and healthy **packed lunch** including a cold pack for warmer months
- 7. Suncream-** please apply suncream on your child before arrival and provide a named suncream bottle in their bag for reapplication in the afternoon.
- 8. Sunhat / Winter hat and named gloves** as appropriate

Toilets and washing facilities:

We have signs around the farm reminding children to wash their hands, we use anti-bacterial soap, and they are large wash basins at the farm wash station. Should your child be allergic to this, please let us know. Children at the Mohair Centre get into a routine and any new children will be given an induction and reminded regularly. There are toilets and handwashing facilities available inside as well as compost toilets in at our forest school sites.

Water: Drinking water will always be available and named water bottles encouraged.

Sun cream & Hats: Please bring named sun cream and named hats with you.

Clothing & boots: Please send your child with at least one extra full set of clothes (clothes that don't matter) and separate named wellies. We have only a limited amount of spare clothing and boots available each day. Some craft activities are messy and although we have overalls, they may not be that effective.

A change of footwear is essential - we are required to change footwear after we have been in the Animal Contact Areas – this is a requirement by the Environmental Health, to prevent contamination being picked up from the animals.

Packed Lunches: Please provide a healthy packed lunch (no sweets or chocolate) and we are a nut free setting, so no nuts / nut products due to allergies. Please include ice packs during the warmer weather. We will provide water, fruit and crackers at break times.

Lost Property: We cannot stress enough the importance of naming your child's belongings. Please clearly name everything! We get lots of lost property. We will clear Lost Property at the end of the playscheme as we do not have the space to store it indefinitely. For unclaimed items, these will be taken to charity shop or claimed/labelled as 'Mohair Spares' If your child has borrowed something from our spares, please can you return these as soon as you can- thank you.

Our Aims:

We offer a service for working parents/carers by giving children a stimulating, enjoyable and safe environment to play and learn. We provide activities they can do at their own pace and according to their needs.

We strongly believe, that as the Playwork Principles state - children learn far more if they are in control of their own play, not adults. Our motto has always been since starting up The Mohair Centre in 1986:

“Learning by doing whilst having fun at the same time!”

It is very important that your child has a safe and fulfilling time at The Mohair Centre.

POLICIES AND PROCEDURES

In this handbook you will find brief details of policies and details of our staffing arrangements for the Holiday Playscheme. Our Health & Safety Policy, Equal Opportunities Policy, Achieving Positive Behaviour Policy, Grievance Procedure, and all other policies are available for you to look at in greater detail, please ask.

Mohair Centre Childcare is inspected by OFSTED as a full day-care facility. Our most recent report may be viewed on the Ofsted website.

We are subject to all Health & safety regulations and liable to periodic inspections by the Health & Safety Executive, DEFRA on the farm-side and Wealden District Council.

Environmental Health regularly inspect our Kitchen facilities / procedures. Most Staff hold the Basic Food Hygiene Certificate. Staff hold paediatric first aid certificates which are updated every 3 years. All staff have DBS clearance, which is updated on a regular basis.

Our staffing ratio is 1:8. We always try to operate with a higher ratio during our Forest School sessions.

Equal Opportunities

We will ensure that the Mohair Centre is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability.

Our setting is committed to anti- discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- provide a secure and accessible environment in which all children can flourish and in which all contributions are considered and valued;
- include and value the contribution of all families to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people;
- Make inclusion a thread that runs through all of the activities of the setting.
- Try our best.

Admissions

Our setting is open to all members of the community.

- We ensure that all parents are made aware of our equal opportunities policy.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a travelling community or an asylum seeker.

- We do not discriminate against a child with a disability or refuse a child entry to our setting for reason relating to disability.
- We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the setting. Sometimes funding might be available for 1:1 support if required as part of your child's Individual Health Plan if this is appropriate. Risk Assessment is key. It is really important to bring your child along to visit, so that we can be sure that your child's needs can be met.
- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

Health & Safety

Full risk assessments are available and updated annually or sooner if changes are required. We feel that in order to promote independence, we help children manage risk themselves, and believe that this is an important life skill.

Safeguarding Policy

(full policy available on request)

Designated Safeguarding Lead: Liz Cogger (Manager)

Deputy Safeguarding Leads: Jacky Webb, Leanne Bladon, Caroline Taylor

All staff must ensure that:

- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) working at The Mohair Centre have a responsibility to report concerns to the Designated Safeguarding Lead or Deputies.

Safeguarding Policy

We have a duty of care to safeguard all children who attend the setting from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken in to account.

All members of staff undergo Safeguarding training as part of their training. We are strongly committed to the protection of children from abuse and will contact S.P.O.A (Single Point Of Advice) if we believe that any child is at risk.

Complaints Procedure

We are happy to discuss any problems or complaints and will do our utmost to put things right for you. It is very important to The Mohair Centre and the staff team, that the children enjoy their time with us. If something is bothering you, please tell us and we will do our utmost to resolve the problem. If we don't know about it, we can't do anything about it! Serious complaints that cannot be resolved verbally with the Staff on the day, should be referred to Jacky Webb (07885362008 or j.webb@mohaircentre.co.uk) and should be put in writing by the person with the complaint within 48 hours of the event. Any complaints that we receive we will record on a confidential incident form, to help us investigate the complaint.

We will hold written records of any complaint received, which will include the following:

- the source of the complaint
- the nature of the complaint
- Details of the complaint
- How the complaint is being or has been dealt with
- Actions and Outcomes will be recorded and explained to the person concerned.

Ofsted Contact:

Piccadilly Gate Store Street Manchester M1 2WD

enquiries@ofsted.gov.uk

0300 1234666

Each complaint that we record will be fully investigated and an action report will be written if any actions need to be taken. Both the recording of the complaint and the action plan can be seen by the parent or carer involved if they so request.

The parent or carer who made the complaint will receive a report / email from The Mohair Centre of the outcome of the complaint within 28 days of the initial complaint. On inspection by Ofsted, if requested, the inspector will be able to see a summary of all complaints within the last 12 months and an action plan if one is needed.

All issues are discussed in strict confidence. Completed complaint forms will not contain any personal details such as names or contact details.

Achieving Positive Behaviour

At the Mohair Centre we believe that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

We aim to promote positive behaviour throughout our setting and to help the children understand and respect the needs and rights of others.

Methods

- The Manager has overall responsibility for issues concerning behaviour by:
 - keeping up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
 - accessing relevant sources of expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development; and to Check that all staff has relevant in-service training on promoting positive behaviour. We keep a record of staff attendance at this training.
- We require all staff to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We familiarise new staff with the behaviour policy and its guidelines for behaviour.
- We expect all members, children, parents and staff, to keep to the guidelines, requiring these to be applied consistently.
- We work in partnership with children's parents. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately. Parent/carers have a good relationship with all staff and are happy to discuss any problems that they may have, with regards to Children's behaviour.
- We require all staff to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development. Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.
- We acknowledge considerate behaviour such as kindness and willingness to share.
- We support each child in developing self-esteem, confidence and feelings of competence.
- We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.
- We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.
- When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.

Rough & tumble play and fantasy aggression

Young children often engage in play that has aggressive themes - such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

- We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro- social and not as problematic or 'aggressive'.
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies - blowing up, shooting etc. and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong.
- We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

Hurtful behaviour

We take hurtful behaviour very seriously. Most children will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'.

- We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them. All children will be at different stages.
- We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this themselves.
- We understand that self-management of intense emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.
- Therefore, we aim to help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.
- We help children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings.
- We help children develop social behaviour, such as resolving conflict over who has the toy. 'I can see you are feeling better now, and (child A) isn't crying any more. Let's see if we can be friends and find another (car), so you can both play with one.'
- We are aware that the same problem may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to

take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.

- We support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- We help a child to understand the effect that their hurtful behaviour has had on another child; we do not force children to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.

BRICKFIELD FARM CODE OF CONDUCT

Please help us to reinforce these rules. They need to be clearly understood and second nature. These rules will be reinforced at the beginning of the day to make sure, whether the children have heard it before or not:

- No climbing on stacked haybales
- Pick up litter & baler twine.
- Remember to shut gates behind you and don't open gates without adult supervision.
- Don't shout or panic.
- Wash your hands before eating and drinking with soap and warm water.
- Please don't put your fingers in your own mouths or the animal's mouths.
- Walk, don't run.
- Don't touch machinery unless you have been asked to do so.
- Don't go into animal pens unless you have been asked to do so.
- Any cuts should be covered.
- Please don't eat animal food.
- Food should be eaten in the Play area, Holiday Playscheme Room or in the Forest School Areas. No food should be consumed in the animal contact areas.
- Animals are fed at specific times, normally once or twice a day under adult supervision. Animals that are fed constantly may become ill.
- 'Out of Bounds' signs are put up to make sure children/adults pay attention to areas they should not be in.

Any child/young person who persistently breaks these rules will need to be collected by parent/carers following our Behaviour policy, as they may be putting themselves or others at risk.

We will then discuss this behaviour with yourselves and the child concerned in a formal meeting, to create an Action Plan.

Medication

We will supervise / administer any prescribed medication that children need, but all medication must be handed to the staff on arrival and a Medication form completed. All medication must be given in a clearly named box and prescription details attached. Medication must not be left in the child's bag.

Sickness

Should any child become sick or ill at the Mohair Centre the following procedure will be followed:

1. The child will be allowed to sit quietly in case the symptoms go away naturally. First aid will be given if appropriate.
2. If a child continues to feel unwell, we will contact the parent/guardian to discuss the best course of action. If the parent is not available, we will contact the second emergency number on the registration form. The child will be able to sit or lie down, supervised by a member of staff, depending on the severity of the symptoms, until his/her parent/guardian arrives to take the child home.
3. The symptoms or accident will be written on an Accident Record - what has been done as a consequence and the parent/guardian will be asked to sign the record on collecting the child.

Healthy Eating Policy

This policy is linked to the requirements of the Early Years Foundation Stage (EYFS)

1. The Staff will set a good example, a positive role model for the children. Staff will endeavour to encourage healthy eating whenever an occasion arises.
2. Water and biscuits/crackers/rice cakes as well as a selection of fresh fruit and vegetables will be available for the children at break times.
3. A balanced diet will be provided at teatime, with fruit and toast/spreads on offer as an alternative.
4. Special dietary requirements will always be respected.
5. Water will always be available to children.