



Mobile 07882 868 997

E-mail info@thebigspace.org.uk

Website www.thebigspace.org.uk

Post The Big Space Out-of-School Club
Melrose Primary School
Huntly Road
Melrose
TD6 9SB

*For fun, see if you can find all the images
from the logo within this booklet.*

the big space

Melrose Primary Out-of-School Club



Welcome

The Big Space is a childcare facility based at Melrose Primary School. You will find us in the annexe building at the school in the area known as 'The Big Space', hence our name!

We are registered as a childcare provider by the SCSWIS (Social Care and Social Work Improvement Scotland) who took over the duties from Care Commission on 1st April, 2011. Our aim is to provide children, aged 4 to 13, with a safe and happy environment in which to relax and play. Our Breakfast, After-School and Holiday Clubs are for children whose parents require affordable quality childcare outwith school hours. For Breakfast and After-School Clubs, we offer 20 permanent spaces and some casual spaces are available on an ad hoc basis. For Holiday Club, we offer 16 places. Please contact the Club Manager to book.

The Big Space is a non-profit-making registered charity, set up and run by a voluntary Parent Management Committee who have children at Melrose Primary School. Our qualified, enthusiastic staff are experienced in caring for children in and out-of-school environment.

We have a varied and stimulating programme of activities which the children can choose from. Planned but flexible at all times, our programme includes games, arts and crafts, sports, entertainment, reading and music. There is the opportunity, if desired, to do homework and quiet areas are available should your child prefer this. The Club has a friendly atmosphere, based on mutual respect between both children and adults, where positive behaviour is promoted.

Breakfast Club

Our Breakfast Club is ideal for parents and carers who require childcare before school starts. We are open Monday to Friday in term-time from 8 am until 9 am. Parents are welcome to drop children anytime between 8 am and 8.50 am. The Big Space staff then make sure children are taken safely to their class lines or to the school nursery before the 8.55 am bell rings.

Although all children are supervised until they enter their classrooms, older children can go out into the playground to meet their friends once it becomes supervised by the school staff (subject to this being permitted in writing by parents/carers).

Up to 8.30 am, we can provide the children with a light breakfast such as cereals, toast, milk and fruit juice. Special dietary requirements can be catered for when requested by parents/carers.

After-School Club

Our After-School Club runs Monday to Friday in term time from 3 pm until 5.30 pm. The Club staff collect the children from the main school at 3 pm. Children in the annexe building make their own way to the Big Space, where a member of staff will be waiting for them.

Light snacks are prepared for the children by the Club staff, who are trained in food hygiene. Special dietary requirements can be catered for when requested by parents/carers.

Holiday Club

Our Holiday Club offers a stimulating programme of activities. We also have trips (subject to written permission from parents/carers) to places such as play parks and museums. We also go on local walks and use community sporting facilities wherever possible. Lots of fun to be had by all!

Our Holiday Club runs between 8.30 am and 5.30 pm, currently during the summer holidays. We offer half or whole day sessions to suit your needs.

We provide the children with light snacks in the morning and afternoon, but due to limited food preparation facilities we require that a packed lunch is provided for each child who will be attending the Club during the lunchtime period of 12.15 pm to 1 pm.

Who's who at The Big Space

For names and contact details of the Club staff and Parent Management Committee members, please go to www.thebigspace.org.uk, or ask at the school office.

What you can expect from the Club

- * A warm, clean, safe and fun environment in which children can relax and play.
- * A varied and stimulating programme of activities, planned but flexible at all times, to include games, arts and crafts, sports, entertainment, reading, music. There is the opportunity, if desired, to do homework and quiet areas are available should your child prefer this.
- * The programme will always be responsive to the interests of each child and individual ideas taken into consideration whenever practical.
- * A friendly atmosphere based on mutual respect between both children and adults.
- * Contrasting areas where children can choose to play, or be quiet.
- * The provision of a light snack, unless otherwise requested by parents/carers. We endeavour to provide healthy foods and we encourage parents/carers to do the same.
- * The promotion of positive, and discouragement of negative behaviour. The Big Space also supports and mirrors Melrose Primary School Positive Discipline procedures where appropriate.

What we ask of the children using the Club

- * They behave in a thoughtful, courteous and socially acceptable manner both towards staff and other children.
- * They are aware of the consequences of persistent negative behaviour, these being that parents/carers will be notified, in order that a strategy for dealing with the problem can be agreed upon.
- * They are aware that repetition or continuation of the negative behaviour, because of its detrimental effect on the Club and its activities as a whole, may result in exclusion.
- * They are aware in advance of their attendance of the Club on each day in question, so that any confusion at the end of school class-time is avoided. Club staff issue a list of regular attendees to each class teacher to ease this process, and will of course deal with any last-minute booking arising through unforeseen circumstances.
- * They feel happy and secure, and have fun.



registration and booking

Registration Form

Each child must be registered before attending the Clubs.

A supply of these forms is held in the school office and by our Club staff. You can also print off a copy from our website at www.thebigspace.org.uk. Once the Registration Form is completed, please give it to a member of our Club staff. Alternatively, you can send it to us by post (see 'contact us' for our address details), or leave it in our in-tray at the school office.

Booking Form

A Booking Form for each child must be completed before his/her place can be confirmed, unless the booking has been made at short notice after telephoning the Club Manager, in which case a Booking Form should be completed retrospectively. Booking Forms for the Breakfast and After-School Clubs and a separate form for the Holiday Club are available from the school office or the Club staff, or can be printed off from our website at www.thebigspace.org.uk.

opening times and fees

Breakfast Club

8 am to 9 am

£3.50

After-School Club

3.00 pm to 5.30 pm

£7.00

Holiday Club

8.30 am to 5.30 pm

£15 half day per child*

£25 full day per child

* Normally from 8.30 am to 1.00 pm, and from 1.00 pm to 5.30 pm

All fees include a light breakfast for the Breakfast Club and snacks for the After-School and Holiday Clubs. Lunch is not included in the fees. Please provide a packed lunch for each child attending the Holiday Club.

* We aim to be as flexible as possible, and therefore, subject to availability, children may be able to attend a half-day session for any chosen four-and-a-half-hour period during the day, e.g. 10.30 am until 3 pm, but this must be agreed with the Club Manager prior to the child attending.

Working Families Tax Credit

You are advised that the Welfare Benefits Section at Scottish Borders Council is available for advice and assistance with claiming the Working Families Tax Credit.

Workplace Vouchers

We are happy to register with companies linked to Workplace Voucher Schemes. Please discuss this with the Club Manager when you register your children with us.

contact us

You can contact us at The Big Space using the following methods:

Telephone The Club Manager's mobile number is **07882 868 997**.

It is respectfully requested that you only use this number between the hours of 7.30 am and 6 pm. Outwith these times, for general enquiries, please use our e-mail address, as noted below. Please avoid telephoning the school office concerning matters relating only to The Big Space Out-of-School Club, as the Club is not run by the school.

E-mail info@thebigspace.org.uk

Website www.thebigspace.org.uk

Post The Big Space Out-of-School Club
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TD6 9SB

In-tray This can be found in the school office. Please feel free to leave non-urgent queries, Booking Forms, etc, here. For anything that requires an early response, please telephone the Club Manager. Staff check the in-tray everyday at 3 pm.



legislation

Insurance

The Big Space (Melrose) Ltd has all relevant insurances required to run this childcare facility, and these are on display at the Club premises.

The Care Commission

As a childcare provider, we are regulated by the SCSWIS, whose role it is to ensure that any facilities which care for children (for more than 2 hours per day) do so within a number of guidelines.

It is this body which grants our Registration Certificate as proof that we have complied with all necessary regulations. Our Registration Certificate is on display at the Club premises.

A copy of all of the Care Standards is available from:

Care Inspectorate
SCSWIS
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Telephone 0845 600 9527
www.scswis.com

Our Policies and Procedures

The Big Space Policies and Procedures can be accessed from our website at www.thebigspace.org.uk. Copies can also be requested from Club staff.

Making a complaint

Please feel at liberty, in the first instance, to discuss any problem with the Club staff; hopefully this will lead to your complaint being resolved satisfactorily on the spot. If this is not possible for you, please contact a member of the Parent Management Committee. Contact details are available from our website at www.thebigspace.org.uk, or from the school office.

Should your complaint remain unresolved, communication can be made with the Care Inspectorate, as detailed above.

terms and conditions

All children must be registered prior to attending the Club. Registration Forms are available from the school office or the Club staff, or can be printed off from our website at www.thebigspace.org.uk.

We require all parents/carers to read this booklet so that they fully understand how we operate. All parents/carers will be asked to sign the Registration Form before their child starts with us, confirming that they have read and understood our Terms and Conditions.

Bookings A Booking Form for each child must be completed before his/her place can be confirmed, unless the booking has been agreed at short notice after telephoning the Club Manager, in which case a Booking Form should be completed retrospectively. Booking Forms for the Breakfast and After-School Clubs and a separate form for the Holiday Club are available from the school office, the Club staff, or can be printed off from our website at www.thebigspace.org.uk.

We would advise parents/carers to make all bookings as far as possible in advance to avoid disappointment. Although we aim to be as flexible as possible in accommodating your childcare needs, whether these are regular requirements or more short notice, places will always be on a first-come-first-served basis.

If your child requires breakfast at the Breakfast Club, please ensure that they are dropped off before 8.30 am to allow them to have breakfast before the start of school.

Payment Methods Regular users will be given a choice of whether they wish to pay daily, weekly or monthly on the Booking Form. The Club Manager will deal with billing. Fees for children attending on a casual basis should be paid daily on collection. Payment can be by cheque or cash. For regular bookings, and after prior arrangement with the Club Manager, we are pleased to accept standing orders and payment through childcare voucher schemes.

Cancellations Should you wish to cancel a booking for any of our Clubs, fees will not be charged, providing at least one week's notice of the cancellation is given to Club staff. Please note that without prior notification, all non-attendance will be viewed as a cancellation without notice.

Unexpected Absences (due to illness, bad weather, etc) You are requested to contact the Club Manager on the mobile telephone number (07882 868 997) as soon as possible on the day of absence to advise them that your child will not be attending the Club(s). Please note that this mobile number has a message facility. If the manager is unable to take your call, please leave a message and a contact number.

Collecting Children If someone other than the named responsible adults, as detailed on your child's Registration Form, is to collect your child, Club staff must be notified of this by you prior to collection, and the person who collects your child will be asked to give the password agreed between you and the Club Manager.

Health Care To ensure the well-being of each child while at the Club, parents/carers will be asked to provide details of any relevant medical condition, including allergies. If your child needs to take prescribed medication while attending the Club, or has particular medical needs, please ask for a Prescribed Medication Form from the Club staff.

Alternatively, you can print one off from our website at www.thebigspace.org.uk. Please note that the Club staff are willing to provide this service on a voluntary basis, and are able to refuse if they are uncomfortable, not trained to do so, or do not feel that they are being provided with enough information about the medication. Should a child become ill or suffer an injury requiring professional medical advice or treatment while attending the Club, the following action will be taken:

1. Parents/carers will be contacted.
2. If the parent/carer is unavailable, the child's GP, or the hospital, will be contacted.
3. In case of emergency, an ambulance will be called and parents/carers contacted as soon as possible.

Confidentiality Club staff will ensure that all information supplied to them pertaining to the children and accounts remains strictly confidential and in accordance with the Data Protection Act. Opportunities are available on request for parents/carers to have private discussions with staff. Please be aware that if you contact The Big Space by e-mail, you should not include any sensitive or confidential information, as e-mail, by its nature, is inherently insecure.

