

# HANDBOOK & GUIDE FOR PARENTS AND CARERS

Updated March 2019



# Contact us

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Website: [www.whippersnappers.org](http://www.whippersnappers.org)

Venues:

Whippersnappers

Brockwell Lido

Dulwich Road

London

SE24 OPA

Whippersnappers College Lodge

College Road

Dulwich Park

London

SE21 7BQ

The Livity School.

35, Adare Walk,

London,

SW16 2PW

\*Our Bank details: Natwest Ac No: 81016239 and Sort Code: 600336

## **Whippersnappers Mission Statement**

Whippersnappers aim to provide a diverse cultural platform from which children and adults of all ages, needs and backgrounds can express and educate themselves through music, sports, and the arts.

***Whippersnappers Motto: Achieving in life***

## **Aims and objectives**

- To provide workshops in music, dance, art, theatre and performance to schools, nurseries, and community organisations.
- To provide high quality inclusive childcare and specialist childcare for children and young people with disability

- To provide work experience, training and employment for teenagers, young people, people with special needs, lone parents, professionals and individuals.
- To take people out of their urban environment and bring them to green open spaces where they can take part in indoor and outdoor activities.
- To provide social cohesion within the community through culturally diverse activities and theatrical productions.
- To enable and empower complimentary community groups and activities through providing affordable community space for hire.
- To be committed to creating and producing new artistic work of the highest professional standards.

### Joining Whippersnappers

Upon becoming a Whippersnapper member, parents/carers are required to fill in a Membership Form for their child plus additional paper work should we be required to collect your children from school.

## Childcare Services we offer

Whippersnappers offer both inclusive and specialist childcare settings. Our age range is currently from 5 - 15 years however this may be extended to 18 in 2019. We do offer provision for 16 - 18 year olds when we receive funding for specific projects.

Below we have information about our after school and holiday play scheme provisions. Our afterschool club and inclusive play schemes are non funded however our specialist settings are commissioned by Lambeth and Southwark children with disabilities team and are open to children and young people with disability living in the borough of Lambeth or Southwark. Children and young people living outside these boroughs can apply for non funded places.

## Inclusive After School Club

**5 - 11 year olds  
(12 - 15 year old peer mentors)**

- **Monday to Friday from 3.15pm to 6pm term time only.**
- Home drop off available on request.
- Venue: College Lodge in Dulwich Park & Brockwell Lido in Herne Hill.
- School pick-ups from Turney, Rosendale, Judith Kerr, St Judes, The Livity school .

- Parents/carers with children with disability are encouraged to use funds from their core package to cover support worker costs to enable their child to access the after school club.
- Limited subsidised places available for families who are not in receipt of Lambeth Direct payments. These places are funded by BBC Children In Need and Young Lambeth Co - operative.
- Activities on offer across different sites include Capoeira, Woodland club, arts and crafts, cooking, garden and sensory play, trips out, football and outdoor sports, drumming, drama and free play.
- Art and drama group therapy sessions take place on Wednesdays and Thursdays at College Lodge for children with disability - admission by referrals from social workers, schools or parents/carers.
- Healthy sit down meal provided every day.

# Holiday Playschemes

## **Inclusive Holiday Playscheme**

### **5 - 15 Year olds**

- Venues: College Lodge in Dulwich Park, The Livity school & Brockwell Lido in Herne Hill.
- Hours 10am to 5pm, with additional hours for working parents (9am to 10am and/or 5pm to 6pm with an additional cost).
- Parents/carers are encouraged to use funds from their care package to cover support worker costs for children with disability.
- Children must have turned 5 by the 31<sup>st</sup> August before they start due to Ofsted regulations.
- Limited subsidised places available for families who are not in receipt of Lambeth Direct payments. These places are funded by BBC Children In Need and Young Lambeth Co - operative.
- Activities on offer across different sites include arts and crafts, drumming, visits to the play ground, Bouncy castle, Music, dressing up, bubbles, disco, water and sand play,. Board games, paracute games, circus skills, football, park activities etc.
- Trips out might include Bowling, Cinema, Adventure play grounds, museums, farm visits, southbank, theatre trips etc

#### **Food**

- Children are required to bring a packed lunch for our holiday playschemes, whilst in our after school club a healthy meal is provided for the children.

- For our holiday playschemes where children are required to bring a packed lunch, it is a nut free zone.
- For our after school club, children with allergies pictures are on the fridge stating what allergies they have. This is to inform staff and volunteers of what the children are not allowed to eat

# Specialist Playscheme for children and young people with disability

## 5 - 15 year olds

- Children must have turned 5 by the 31<sup>st</sup> August before they start due to Ofsted regulations.
- Children and young people are grouped together through ability and age. All activities are child/ young person led.
- Funded places are available for young people living in the borough of Lambeth and Southwark who fit our complex needs criteria.
- Funded places are available through referrals from parents/ carers/social workers and schools.
- 1 week during Easter Holidays
- 3 / 4 weeks during summer holidays
- Play scheme runs from 10am - 3pm and home transport is provided for some eligible children.
- Venues: The Livity School, Brockwell Lido and College Lodge in Dulwich Park.
- Activities on offer: Drumming circle, arts and crafts, bouncy castle and soft play area, messy play, sand and clay play, dressing up, theatrical storytelling, massage, music and singing, playground, cooking, trips out, talent shows. dancing, face painting, balloon modelling, outdoor sports. Although this is a specialist play scheme setting it is inclusive. The children do joint activities and go out on trips with children from our inclusive playscheme which is based at Brockwell Lido.
- Parents/carers must provide their child with a packed lunch. As Whippersnappers is a nut free zone, parents are not to provide any food with nuts

# Medical Information

## Whippersnappers Medical procedure

In order for your child to be administered any medication at Whippersnappers a Parental Agreement form is required to be completed by the parent/ carer and handed in with the medication. If there are any subsequent changes in medicines or doses to be given, it is the parents/carers responsibility to notify Whippersnappers **immediately**. All doses given during your child's time at Whippersnappers will be recorded on a Whippersnappers Medicine Record Sheet.

Please note that any prescribed medicines **must** be supplied to Whippersnappers in a container, clearly labelled (by the pharmacist) with the name of the medicine, full instructions for use, expiry date and the name of the child/ young person. If syringes and epi pens are removed from their original labelled box then you must ask the pharmacy to label them individually. When supporting children who have a disability or additional needs medications will be administered by the school Nurse, an Agency Nurse, your child's personal carer if supplied by an agency and they are competency trained or a suitably trained member of Whippersnapper staff. Children's/young people's Care Plans will be adhered to at all times. Any non-prescribed medicine should be in the original container bearing the manufacturer's instructions/guidelines. Whippersnappers maintain the right to refuse to administer any non-prescribed medicines if they have any reason for concern. Parents and Carers will be advised immediately and consulted on alternative arrangements.

## Ofsted

- Whippersnappers are on the Ofsted Compulsory Register
- Due to our Ofsted registration and that we are not on the early years register, children must have turned 5 by the 31<sup>st</sup> of August of the previous academic year
- The club will follow Ofsted standards at all times. Our policies and procedures are attached as an appendix to this handbook.

Should you wish to contact Ofsted, please call: **0300 123 1231**

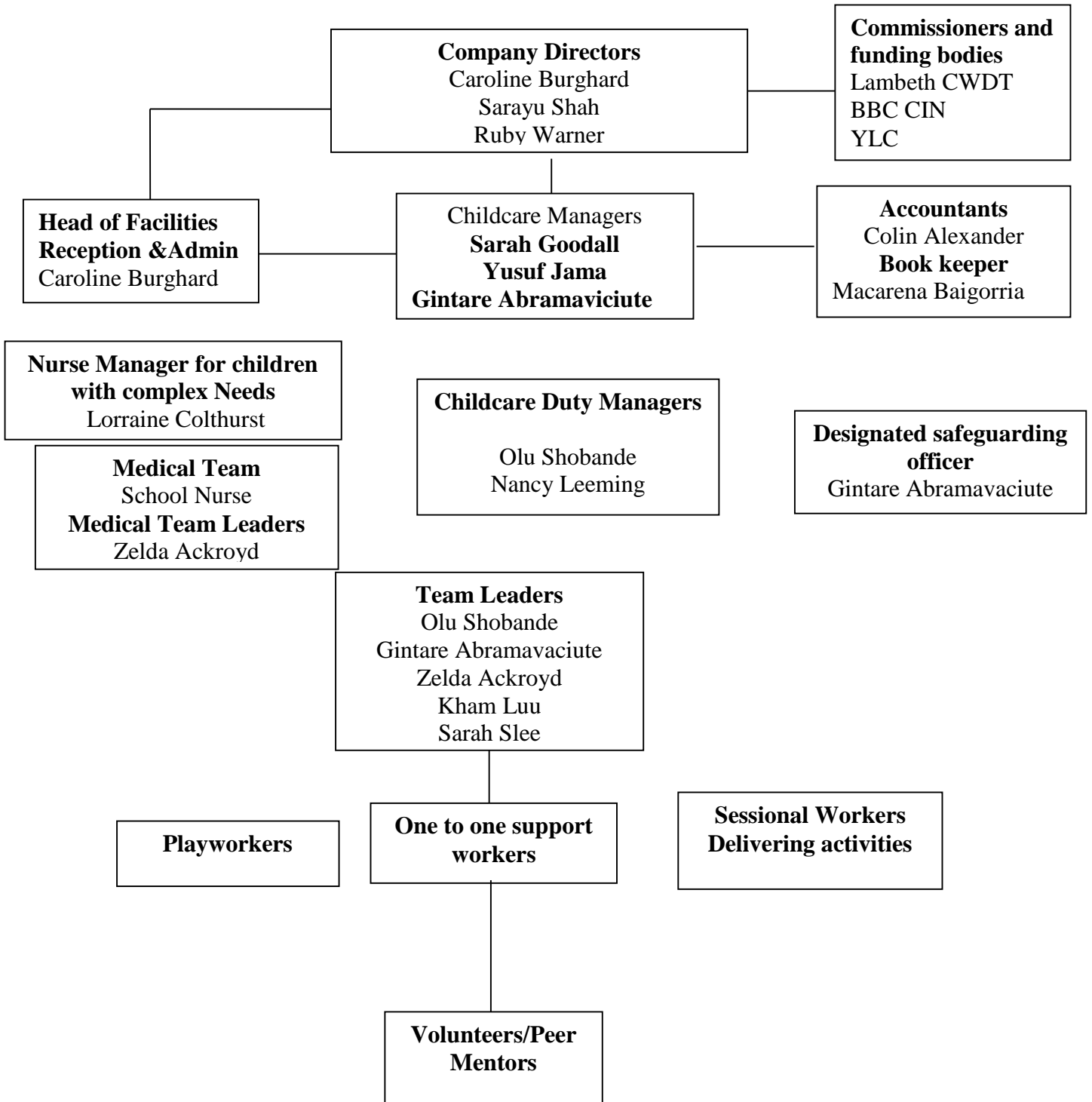
**Our Ofsted Registration Number is: EY403575**

## **Parent / Carer complaints Procedure**

- Stage 1. Initial contact verbally with the manager or request a complaints form from reception or via email.
- Stage 2. Whippersnappers will aim to reply to complaint via phone call or email within 48 hours. If the issue is unresolved; the complainant should contact Whippersnappers director Caroline Burghard verbally or in writing [cburghard@whippersnappers.org](mailto:cburghard@whippersnappers.org)
- Stage 3. If the complaint is unable to be resolved via phone or email, the manager will arrange a formal meeting

**COMPLAINTS WILL BE DEALT WITH WITHIN 28 DAYS**

# Whippersnappers CIC Structure





## **Safeguarding**

Whippersnappers safeguarding officer is Gintare Abramaiciute she can be contacted by calling the office on 0207 738 66 33 or emailing [ggabramaviciute@whippersnappers.org](mailto:ggabramaviciute@whippersnappers.org)

You can also speak with any of our Childcare managers who all have level 3 safeguarding training.

### **Observations**

Whippersnappers will keep observations on children if there are any concerns or disclosures regarding child's emotional, physical wellbeing, neglect or sexual abuse allegations. Whippersnappers will also contact Social Services if any of the concerns mentioned above occur and will liaise with Social Services by providing observations/reports and attending meetings if required.

**A Copy of our safeguarding policy is in the annex.**

### **Parents/Carers wishing to report bullying**

Parent/Carers are encouraged to talk to any member of staff if they have concerns regarding their child. Parents can also ask for a meeting in with the Manager

All reported incidents will be fully investigated within a reasonable period of time. It is important to understand that good practice in investigating incidents recognises that time needs to be set aside to ensure that children involved do not have time to collaborate their stories. Any investigation needs to be done in a manner which ensures the target of the bullying feels safe about the process and the outcomes which may result from it.

Ultimately we wish to ensure that parents/carers have confidence that staff will act promptly, take the concern seriously and not take action which makes the situation worse.

### **Whippersnappers statement to parents and carers and families attending our services**

We would like to take this opportunity to welcome you and your family to Whippersnappers and we hope that we will have a long and fruitful relationship with you and your child. Whippersnappers always strive to deliver the best possible service but we are not perfect. We therefore ask parents, carers and children to let us

know if there are any ways we can improve our delivery.  
Whippersnappers believe it is important to have an open dialogue at all times.

Thank you for taking the time to read our Hand Book and please refer to our Policy & Procedures Annex should you need any more detailed information.

### Company contact details

Whippersnappers Lido Reception 0207 7386633  
College Lodge Reception 0208 6931682

Email: [info@whippersnappers.org](mailto:info@whippersnappers.org)