

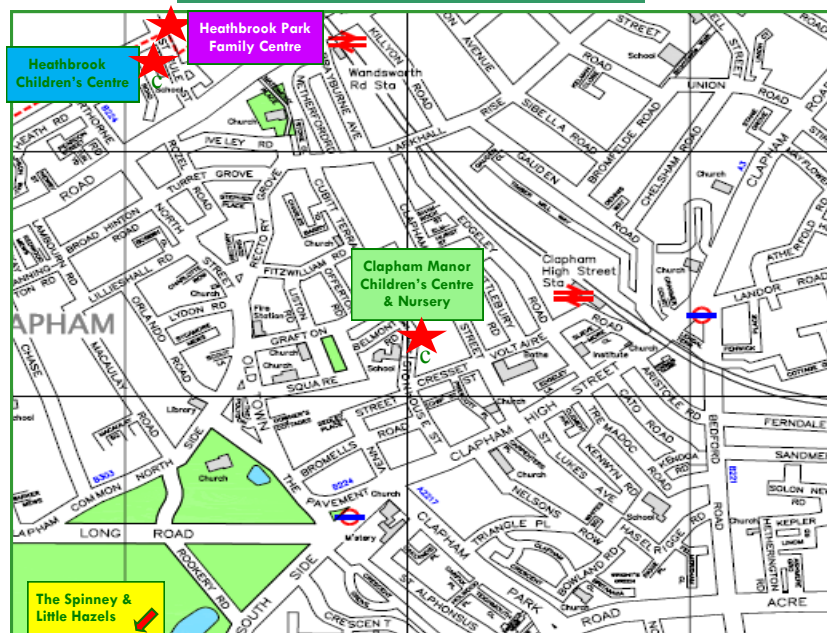
Communication/Evaluation/Compliments and Complaints

We truly hope that your experience of visiting/working within our settings is completely hassle free. We welcome any feedback you may have both positive and negative as all feedback enables us to review our working practices. If anything occurs in the setting which gives you cause for concern then please discuss it with the Strategic Partnership Manager or the Strategic Childcare Manager. If you still feel that the problem remains unresolved or your concern is about the Strategic Managers, then please discuss it with the Head teacher, Mr. Hazell, at the main school. We aim to work together to resolve any difficulties/concerns you may have. If you have had a positive experience then we would appreciate it if you would make a comment in our comments/suggestions book.

A Complaints Form is available at reception if needed. When completing it, please give us as much information as possible regarding your concerns.



Where to Find Us



Nearest Tube: Clapham Common

Nearest Mainline: Clapham High Street or Wandsworth Road

Buses to Clapham Common: No.5,37,88,137,155,322,345,417

Clapham Manor Children's Centre is situated at Belmont Square, Clapham SW4. We are almost opposite Clapham Manor Primary School.

Heathbrook Children's Centre is situated adjacent to Heathbrook Primary School just off of Wandsworth Road near the petrol station.

The Spinney is located on Clapham Common behind the Windmill Public house and next to the children's playground.

Follow us on twitter
[@claphamcc](#)
[@spinneyclapham](#)

Parents Handbook

Helpful Information for all parents and carers using our settings

Our VISION

Delivering high quality services based on the belief that every child born into our community has the right to fulfil their potential. To fulfil this ambition for our community we will strive to **PROVIDE** a safe and secure, happy and caring environment where we will **FOSTER** respect, trust, honesty, confidence and self esteem, support families to **DEVELOP** their independence, enthusiasm, individual potential, self motivation and pride whilst **VALUING** friendships, creativity, good behaviour, high standards and success. We value healthy living and are proactive in encouraging this in our policies.

WELCOME

We would like to take this opportunity to welcome you to our Early years Settings. We encourage you to take the time to read through this handbook so you can familiarise yourself with important information, policies and procedures and guidance to support your visit.

This handbook contains essential information about our facilities, what is available for your use, and general guidance about the settings. Along with the handbook you will be given a tour of the setting you are visiting, please feel free to ask any questions during this time. We hope your experience of our settings is a pleasant one.

We look forward to welcoming you.

Regards,

Jane Christofi, Strategic Partnership Manager

Our Settings

Clapham Manor Children's Centre & Nursery Provision

16 Belmont Close, London SW4 6AT Tel: 020 7627 9917

The Spinney (Little Hazels pre-school is based at this site)

Windmill Drive, SW4 9DE, Tel: 020 8673 6736

Heathbrook Children's Centre

St. Rule Street, London, SW8 3EH Tel: 020 7627 6240

Heathbrook Park Family Centre (Heathbrook Park Pre-school is based at this site)

St. Rule Street, London, SW8 3EH Tel: 020 7627 9917

OUR STAFF TEAM



Jane Christofi - Strategic Partnership Manager has overall responsibility for both Clapham Manor and Heathbrook children centres, The Spinney and Heathbrook Park Family Centre and is the designated safeguarding lead for the children centres. She also supports the strategic management of Little Hazels, Heathbrook Park pre-school and Clapham Manor Day Care.

Contact details: Telephone contact through Clapham Manor or Heathbrook Children Centres, email: jchristofi@claphammanor.lambeth.sch.uk



Basia Watroba - Strategic Childcare Manager is the OFSTED nominated person and Designated Safeguarding Lead for all of our early years pre-schools and nurseries. She is the lead for all operational and staff management for the settings. Basia is responsible for admissions for all the pre-school and nursery settings.

Contact details: Tel: Clapham Manor Children Centre:
email bwatroba@claphammanor.lambeth.sch.uk

FIRE EVACUATION PROCEDURE

Each of our settings has an Individual Fire Safety Plan related to that setting. Please ensure you familiarise yourself with the guidance for the setting you are visiting.

BASIC FIRE SAFETY PRINCIPLES AT ALL SITES

- Staff and visitors when entering the setting must sign in the signing in & out book and collect their visitors badge. They must fill in their name and time of entering. (This excludes parent's/carers dropping off their children or parents using the barcoding registration system). They must also sign out when they leave the building.
- The first person entering the building will check that all fire escape doors are clear of any hazards.

PLEASE FAMILIARISE YOURSELF WITH THE FIRE EXITS AT THE SETTING YOU ARE VISITING

- All children attending our settings without their parents must be entered into the register on arrival to the setting. If they leave early then they must be crossed off the register.
- Anyone who sees a fire or feels that there is a situation where the building needs to be evacuated; they must smash the call point to raise the alarm.

PLEASE FAMILIARISE YOURSELF WITH WHERE THE CALL POINTS ARE IN THE SETTING YOU ARE VISITING

- In the event of a fire or emergency where the building needs to be evacuated, staff in charge of children must go to their nearest fire exit and take the children and register with them.
- The designated person in charge will be responsible for calling the emergency services, check the building is empty and collect the staff/visitors signing in & out book.
- Each setting will have a Fire Evacuation Point

PLEASE FAMILIARISE YOURSELF WITH THE FIRE EVACUATION POINT FOR THE SETTING

CENTRE GUIDELINES

Health and Safety....

1. No hot drinks to be taken out of the training rooms.
2. Please keep all personal belongings safe and away from children. The Children's Centre will not accept responsibility for loss or damage to personal property.

Access....

1. The dining room will not be accessible between 11:30 and 1:00pm as the children will be eating lunch.
2. The large outdoor garden is available for your use between 11.30 am and 12.15pm daily (approx.)
3. The small community garden is available for your use between daily from 9.30am-3.00pm
4. Do not under any circumstances let anyone into the building. Centre staff are responsible for letting people into the Centre at all times.
5. The Centre has a nursery that uses the garden throughout the day so under no circumstances are centre users allowed to use the large nursery garden without the centre manager's agreement.

Crèche use....

1. Parents are responsible for their own children in all of our drop-in and stay & play sessions.
2. If you are on a course please collect your child promptly at the agreed time from the crèche.
3. Remember that no shoes are worn in the crèche room.
4. No food allowed in crèche room.
5. Please help us to keep the crèche room tidy by clearing away any toys that your child may have used in stay and play. The crèche closes at 3pm.

USE OF THE CENTRE IS ALWAYS AT THE CENTRE MANAGER'S DISCRETION.

Thank you for taking the time to read this document if you need any further clarification please ask at reception.



Yve Humphreys- Outreach Coordinator – Manages the family support and outreach services provided by the outreach team. The team provide support to families at all the provisions in need of additional support as well as within the children centre catchment. They will also support the settings with transitions from home to setting to school.

Contact details: Yvonne Humphreys, Tel: Clapham Manor or Heathbrook Children Centre , email: yhumphreys@claphammanor.lambeth.sch.uk



Yvonne Conlon- Outreach Worker

Contact details: Yvonne Humphreys, Tel: Clapham Manor or Heathbrook Children Centre, email: yconlon@claphammanor.lambeth.sch.uk



Fatemeh Mozaffari – Children Centre Teacher & Early Years SENCO

Supports the teaching and learning across the children centres , oversees the line management and supervision of the centre childcare practitioners, provides family learning courses, and supports PVLs in the catchment particularly with SEND. is employed 1 day per week to support the pre-school and day care provisions in advice and support for children with SEND.

Contact details: Tel: Clapham Manor or Heathbrook Children Centres email: fmozaffari@claphammanor.lambeth.sch.uk

Lisa Graham –Children Centre Teacher, 1 day per week (Monday AM and Tuesday PM) .Provides support to the childminders and local PVLs in the catchment area, provides family learning sessions and supports the teaching and learning across the centres

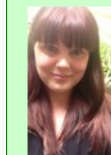
Contact details: Heathbrook Children Centre email: egraham2.208@lgfl.org



Eileen Smith - Early Years Business Manager

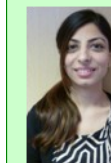
Supports all of the early years' settings and children centres with financial management, premises and health and safety guidance.

Contact details: Tel : Clapham Manor Children Centre email: earlyyearsbsm@claphammanor.lambeth.sch.uk



Rebecca Daly Owens– Clapham Manor Children Centre administrator

Contact details: Tel: Clapham Manor Children Centre email: rdalyowens@claphammanor.lambeth.sch.uk



Aliza Sheikh – Heathbrook Children's Centre administrator

Contact details: Tel Heathbrook Children Centre email: asheikh@heathbrook.lambeth.sch.uk

USEFUL CONTACTS

Lambeth Families Information Service (FIS)

Tel: 0845 601 5317 Email: fis@lambeth.gov.uk

Lambeth Children and Young People's Service Website

www.younglambeth.org.uk

Contact a family—*Support for families who have a child with any disability or additional need*

Tel: 020 7326 5270 website: www.cafamily.org.uk

Parents For Inclusion—*provide advice, guidance and support for parents of children with disabilities.* Tel: 020 7735 7735

St. Michael's Fellowship—*Young Parent's Support and advice (up to the age of 24)* Tel: 07944 481 549

Employment Advisor -

Hubert — Tel: 07538183168 email: [h Humphrey@lambeth.gov.uk](mailto:humphrey@lambeth.gov.uk)

Children Centre Midwives—*breat feeding advice*

Sally Trieu : 07985126663 or Beverley Radley: 07950719643

Lambeth Speech and Language Therapist (SALT)

Tel: 020 3049 4000

Stockwell Partnership—*ESOL classes, Bi-lingual Advocacy and advice on benefits/housing, immigration and healthcare.*

Tel: 020 7735 5051

GAIA—Domestic Violence support—*for private and confidential help and advice*

Tel: 020 7733 8724

Baytree—*offer employment skills for women*

Tel: 020 7733 5283

CENTRE GUIDELINES

When you arrive.....

1. All visitors must sign in at reception
2. Always sign in and out when entering and leaving the building.
3. You must use the main entrance to gain initial entry to the Centre.
4. Your visitors badge must be worn in a visible place at all times.
5. Make yourself aware of the fire procedures—they can be found in this booklet.
6. All pushchairs should be in the buggy park, do not block gates and fold buggies where possible.
7. There are no parent/carer parking spaces at the Centre.

General....

1. Please treat staff and others with respect.
2. Racist and any other discriminatory remarks will not be tolerated and will be dealt with accordingly.
3. Please be aware that this is a teaching environment so bad language will not be tolerated.
4. Please refrain from using your mobile phone in the centre
5. This is a 'NO SMOKING' building so the smoking of cigarettes in and around this Centre will not be tolerated. This includes the Centre garden.
6. No alcohol or drugs are tolerated within the Centre or its grounds.
7. Please leave the room you are using as you found it.
8. Please treat all of our equipment/resources' with respect.
9. The Centre promotes healthy eating so we encourage parents using the Centre to support this also..
10. We have a duty to safeguard all children in our centre so if you have any concerns please speak to our safeguarding officer.