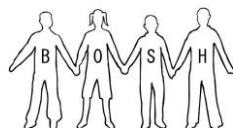
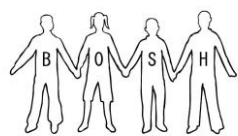


New Starters Pack

Information about Before and
After School Club services.

2021-2022





Welcome,

BOSH LTD runs a number of established Breakfast and After School Clubs across Manchester. Inside this pack you will find everything you need to know about the services we provide.

Let's get started....

If you are interested in our services please read this Starter Pack carefully and fill-in the application form. Once this is returned to us and processed you will be issued with a unique reference number. You will then be able to manage your account online, update contact details, book on holiday clubs and request place changes.

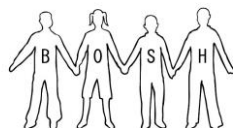
All the details regarding finance and payments are explained here, please do read about how we calculate your monthly payments. To start using the club, we simply require a £50.00 setup fee, a month's fees in advance and your payment method confirmed.

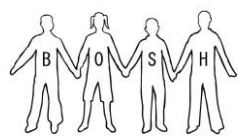
All payments must be made by Direct Debit, we run one collection each month on or as near as possible to the 1st day of the month. This way it is as simple as paying a utility bill. We email out statements monthly, so if you do not get one, please contact us straight away so we can check your email address and if you have any questions or queries we can address them as soon as possible. Ad-hoc payments by cheque will incur a charge of £1.07 to cover the cost that BOSH is charged for the processing of them.

If you have any questions or want to arrange a visit please talk to your settings Play Manager. Alternatively have a look at our website www.boshonline.co.uk or ring our helpline on **0800-756-6667**.

Hope to see you soon!

The BOSH Team

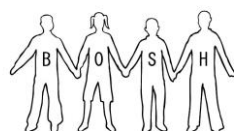


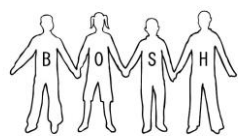


Play activities across **BOSH** Schemes



We specialise in child led play activities.
The children decide how to spend their time at BOSH. Our staff are instrumental in facilitating good quality play in a safe and controlled environment.





WHOSH

Application Form 2021-2022

PLEASE READ INFORMATION NOTES BELOW ON TIMES/COSTS/POLICIES BEFORE APPLYING.

PARENT(S)/LEGAL GUARDIAN(S)/EMERGENCY CONTACT/AUTHORISED TO PICK-UP PERSONS NUMBERS:

Name:	1	2	3	4
Address (inc, POSTCODE):				
Email:				
Telephone: Home:				
Work:				
Mobile:				

BREAKFAST CLUB - CHILD(REN) for whom places are required:

Full Name(s)	D.O.B.	Class	Mon	Tue	Wed	Thu	Fri
1							
2							
3							

AFTER SCHOOL CLUB - CHILD(REN) for whom places are required:

Full Name(s)	D.O.B.	Class	Mon	Tue	Wed	Thu	Fri
1							
2							
3							

MEDICAL INFORMATION (Details of Doctor):

Name:	
Address:	
Tel. No.:	

Please give brief details of any medical problems/known allergies/dietary restrictions, etc.

--

Is/Are the child(ren) fully immunised? YES / NO

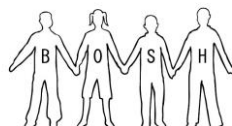
If they have not had and routine vaccinations then please give the details here:

--

Please indicate here if you have an objection to BOSH publishing photographs of your child on the website. All photos will be anonymous and will be in-line with our website photograph policy (which can be viewed on the website).

WE WILL LET YOU KNOW ABOUT THE RESULT OF YOUR APPLICATION AS SOON AS POSSIBLE

CONSENT, INDEMNITY & AUTHORISATION FORM (BOSH Reference Number: _____)



I give consent for BOSH staff to act on my behalf in an emergency with respect to the child(ren) named overleaf. I also give my consent for my child(ren) to go off premises used by BOSH, for official outings only, providing they are supervised appropriately by BOSH Staff. I also confirm that I have parental responsibility/legal guardianship of the child(ren) on this form. By accepting a place for my child(ren) at BOSH I agree to abide by the following Terms & Conditions and acknowledge that I have read and understand all the points. N.B. Repeated failure to adhere to these Terms & Conditions, in the spirit as well as in the substance, will mean that my place(s) at BOSH may be withdrawn.

While every care and precaution is taken, BOSH Ltd cannot be held responsible for any accidents which may occur. (BOSH has a comprehensive set of policies and procedures which are all available to view on the BOSH website at: www.boshonline.co.uk).

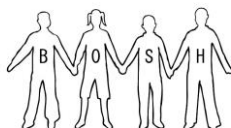
TERMS & CONDITIONS

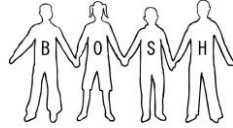
1. The Out of School Hours Clubs are only open to children at William Hulme's Primary School, for term-time care. Children must be at least 3 years old and in Nursery Class. **N.B. Children must be toilet trained.**
2. Fees are **£6.00** per a.m. session and **£9.75** per p.m. session. Discount (**£2.00** per p.m. session/**£1.00** per a.m. session) for siblings with a regular booking (N.B. ad-hoc bookings are: **£1.50** extra per session with no sibling discount).
3. Fees are payable monthly **IN ADVANCE** by **Direct Debit/eVoucher** only and no credit is given for absence(s). Booked places & extra charges (e.g. Late Fees, Extra Sessions) are applied to your account, once registers and bank statements are processed after the month-end and statements are then issued. **N.B. Payment by cheque will incur a £1.07 processing charge. Non-payment of fees will result in child places being immediately suspended until payment has been made.**
4. A 'Setup Fee' of **£50.00** per family, is due on first registration.
5. Administration Fees will be charged to your account when BOSH has to repeatedly investigate missed or failed payments (**£10.00** initial fee, **£20.00** for subsequent investigations). You are also responsible for any Direct Debit fees charged for failed payments or cancelled instructions. If a debt has to be referred to a third party, or to the small claims court, all associated debt recovery costs, as well as any interest due, will be added to your account.
6. The cost of places is subject to change by notice of the BOSH Directors, but will usually be at the start of the year.
7. Places are not guaranteed until setup fee and proof of regular monthly payment have been received by BOSH.
8. 4 weeks notice is required, in writing, for cancellation of one or more places **N.B. holidays/absences during term-time are still charged for.**
9. I agree to treat all the dedicated BOSH staff with courtesy and if I have any complaints I will take these to the Play Manager and if not satisfied with the response I will submit them in writing, or in person, to the BOSH Directors.
10. I agree to give reasonable notice to the Play Manager when my child(ren) is/are not going to be attending their normal place at BOSH. If my child(ren) is/are absent from BOSH and the Play Manager has not been informed, then they will be treated as a *missing child*, in accordance with BOSH Policies.
11. I agree that on the dropping off of my child(ren) at BOSH they become the responsibility of BOSH staff, however, on the signing-out of my child(ren) from BOSH they are no longer the responsibility of BOSH staff.
12. I agree to contacting BOSH if I am going to be delayed in picking up my child(ren) and I understand that BOSH will charge me a Late Fee (minimum of **£5.00**) to cover the cost of staff remaining behind.
13. I understand that my child(ren)'s place(s) can be withdrawn at any time, if any member of the BOSH Staff or Management feels that they are being intimidated by a parent/guardian of a child at BOSH.
14. I accept that it is my responsibility to pay my fees and keep track of my account, if my account gets too far in arrears I may incur administration fees, in accordance with the BOSH Debt Collection policy.
15. I have read the BOSH GDPR Privacy Notice and consent to BOSH storing my data for the purposes of providing the childcare services only and for administering my financial account.

This Application and Consent/Authorisation Form should be completed, signed and sent to: BOSH Ltd., Unit 8670, P.O. BOX 4336, Manchester, M61 0BW, or emailed to enquiries@boshonline.com, or handed to the Play Manager.

Signed: Date:
(Parent/Legal Guardian)

Name:





Bills and Invoicing

With over 200 current users we like to make invoicing as easy as possible. Simply ask your Play Manager for your individual reference number and use the Direct Debit Mandate form enclosed to authorise your monthly payments.

Here is some guidance to explain how to calculate your monthly amount:

1.) Payments are accepted by Direct Debit (DDB) or Electronic Childcare Vouchers only - Direct Debit forms are available on the website. A charge of £1.07 will be applied to accounts whenever a cheque is processed as this is what BOSH is charged for the processing of them. Any other payment type is free of charge.

2.) DDB Collections are monthly (**around 1st of the Month**), in advance.

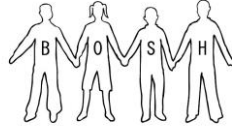
3.) The ***approximate*** regular monthly amount is calculated as:

((Weekly Cost of Booked Places x No. School Weeks) + Account Balance) / Number of Payment Months

Where Weekly cost of booked places is specific to each person; number of school weeks is normally 38 (allowing for 5 teacher days when the school/club is closed); and the number of payment months is 11 (September through to July - leaving August as a free month to balance accounts).

So it works very much like a utility bill, any extra days, late charges, holiday club charges, etc. are charged to your account and can be settled separately, or at the end of the school year in August. Your monthly invoice being based upon the number of weeks in a given month (from 2 to 5 weeks).

4.) Statements are sent out every month, after the previous month's registers and bank statement have been processed and reconciled. If you do not receive a statement any month please inform us ASAP, so we can investigate.



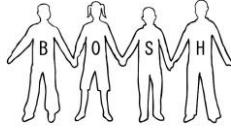
Payment by Childcare Vouchers

The alternative to paying by Direct Debit, is to pay by Childcare Vouchers. We accept eVouchers from a number of different Childcare Voucher providers, however, the new Government Tax Free Childcare is the way to go if you have not used Childcare Vouchers before.

We are currently registered with the following providers and our registration details are also listed below:

Childcare Voucher Provider	Registration ID
Computershare	8168633
Accor/Edenred/ChildcareVouchers	P20293754
Kids Unlimited	215586
Fideliti	BOS001C
Imagine/Co-Operative Benefits	85005990
Early Years/Enjoy Benefits	B005568
Care-4	32127076
Gemelli	B01238
YouAtWork	17137
Salary Exchange	TRP0006726
TEDS	6587
Apple Childcare Vouchers	CA00007914
Busy Bees	RYIA15
Government TFC	EY390159

If your employer uses a different Childcare Voucher Provider, who we are not currently registered with above, then you will need to use the Government TFC system instead – whereby, instead of your fees coming out of your gross salary before paying NI on it, you pay it out of your net salary and the government adds money to it.



BOSH SCHEME ADDRESSES.

GENERAL ENQUIRIES

Address:

BOSH Ltd.
Unit 8670
P.O. BOX 4336
Manchester
M61 0BW

Telephone Number: 0800-756-6667

Email: enquiries@boshonline.com

Director - Jane McMillan: 07824-636435

Director - Jon Langston: 07970-073826

Accounts Enquiries: accounts@boshonline.com

SCHEME ENQUIRIES

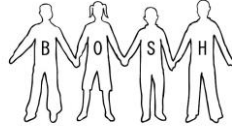
WHOSH: William Hulme's Primary School,
Spring Bridge Road,
Manchester,
M16 8PR.

School Phone: 0161 226 2054

WHOSH Phone: 07824-636437

Email: whosh@boshonline.com

Ofsted Registration Number: EY550774



BOSH Ltd.

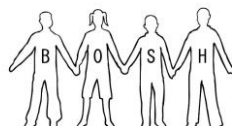
PARENT/CARER GUIDE

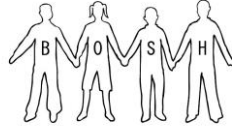
Name of Group:	WHOSH
Correspondence Address:	Unit 8670 P.O. BOX 4336 Manchester M61 0BW
Website:	www.boshonline.co.uk
Email:	enquiries@boshonline.com
Registered Company Office:	120 Kingsbrook Road Manchester M16 8NT
Registration holder:	Jane McMillan
Finance Administrator:	Julia Child 61, Whitelow Road Chorlton, M21 9HG.
Scheme Address:	William Hulme's Primary School, Spring Bridge Road, Manchester M16 8PR.
Telephone Number:	0800-756-6667 (FREE phone) 07824-636437 (Play Manager)
Opening Times:	7.45am to School Start School Close to 6.00pm Daily (Term times only) Holiday Clubs and Teachers' Days 8.30am to 5.30pm

Fees

After-school scheme is £9.75 per session for the first child in a family and £7.75 per session for subsequent children in the same family, with a regular booking. Before-school scheme is £6.00 per session for the first child in a family and £5.00 per session for subsequent children in the same family, with a regular booking.

Payment for places is payable monthly in advance. It is mandatory to make payments by Direct Debit, or via **electronic** government approved Childcare Vouchers, unless you have an assisted place. Statements are produced every month and invoices are raised for booked places for each register





period (which can be 2 to 5 weeks depending on how the dates fall). When booking places, you will receive a place confirmation email and a Direct Debit mandate form should be completed (as above), enabling you to spread the cost of your places evenly over the school year.

A **Setup Fee** of £50.00 is due on first registration. **Administration Fees** will be charged to your account each time that the BOSHS financial administrator has to investigate missing or failed payments (£10.00 for the first investigation; £20.00 for subsequent investigations).

Changes to regular places must give one month's notice and changes to payments will take effect the following month, for ease of billing and balancing payments. ***N.B. Absences or holidays during term-time will still be charged for, regardless of how much notice has been given.***

Casual places are offered at £9.75 per afternoon session, £6.00 per morning session, if available, and more than a week's notice is given, if last minute, then ad-hoc places will be charged at £11.25 per afternoon and £7.00 per morning session and there will be no sibling discounts available.

A late fee of £5.00 minimum is payable each time a child is late being picked up, to cover the cost of overtime for staff.

Non-payment of fees will result in child places being immediately suspended until payment has been made.

Holiday Club fees are currently £30.00 per day per first child, £27.00 for siblings, with the fifth day **half-price** when booking for a whole week. Places should be booked as early as possible and are payable on booking (extended hours are a little bit extra, £3.00 for an extended morning or afternoon or £5.00 for an extended day; half day fees are £18.00 with no sibling discount).

All outstanding balances must be cleared by the end of each August to guarantee places at the start of the new school year in the September.

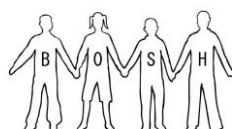
Staff

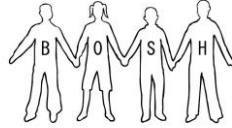
The following staff work at WHOSH. Additional staff are/will be engaged on a casual basis, if and when required:

Play Manager:	SHAHNAZ CHOUDHARY	
Play Worker(s):	KHURSHID AKHTAR	FARRAH ISHTIAQ
	GHAZAL MAHMUD	

The majority of staff have play work qualifications (NVQ2/3)/or experience, safeguarding children and first aid training or are working towards these.

All staff are paid according to our own generous pay scales, which are higher than equivalent local authority play work scales of pay.





Training requirements for each member of staff are assessed by the Play Manager and BOSH Management on a regular basis.

All staff hold current Criminal Records Bureau Disclosures, as does the registration holder and the Directors.

Parent(s)/carer(s) may volunteer to help at a before or after school or holiday club session if they wish, but this is not expected of parents. Where parent(s)/carer(s) do volunteer for such work, they are additional to the paid staff and an adequate staff to child ratio is achieved using paid staff.

Places

Once booked, places are guaranteed for the remainder of the academic year, providing that fees are paid regularly and parents/guardians do not behave in a manner which results in places being forfeited. Please note **no credit is given for absences**, though it is occasionally possible to “swap” a booked day by agreement with the Play Manager. Once a place is booked, it must be paid for, absences or holidays during term-time are still charged.

Four weeks notice is required if you want to leave the scheme or to reduce the number of days your child(ren) attends the school scheme(s). Fees will be charged if the appropriate notice is not given. Notice should be given in writing (via email is fine) & sent to the Play Manager or handed to the Play Manager at an after-school session.

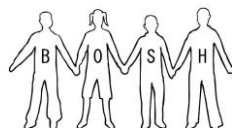
There are approximately 40 places per day available at WHOSH after-school, however, we are constantly looking to increase the number of available places as demand dictates. Most of these places are booked well in advance and we operate a waiting list for regular places (see Place Allocation Policy). It has been agreed that there are too many differentials to make a fair priority policy although children already in the scheme are guaranteed a place and siblings are given priority. There are however sometimes odd days available for casual users. The same terms apply to casual users as for regular users. i.e. that once a place is booked it must be paid for as we cannot afford last minute cancellations. Casual users will be charged at £9.75 for an afternoon session, £6.00 for a morning session and no sibling discount is available. Payment for casual places is payable in advance, for non-regular users, by cheque (which costs £1.07 extra to process), or preferably BACS, and cash is not accepted under any circumstances.

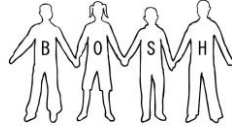
Refreshments

The Children are supplied with a drink and a snack after school. This generally consists of milk, fruit juice or no sugar squash, sandwiches (choice of fillings), breadsticks, dips and fruit. Food is organic and fair trade where possible. The same applies to the Holiday Clubs, mid-morning and mid-afternoon, but lunch is not provided.

Parental Involvement

BOSH is a private Limited Company, however, everyone who uses the scheme on a regular basis is encouraged to become involved in WHOSH and to feedback to parent representatives, with suggestions for improvements, etc.





The Management Team meets regularly to manage the day-to-day running of WHOSH and will meet with Parent Representatives and Staff.

As a Limited Company BOSH has 2 Company Officers. They are currently:

Jon Langston, (Company Secretary/Director)
Jane McMillan (Director)

Additionally, BOSH has an Office Administrator, who has authority to act on behalf of BOSH. This is currently:

Holly Child (Administrator)

Aims and Objectives

The aim of WHOSH is to provide high quality, affordable after school care for children attending William Hulme's Primary school, and holiday club care for children in the community.

We aim to achieve this by employing specialist Play Workers to care for the children and organise play activities. A range of play activities is offered to children, but they always have the opportunity for quiet activities such as reading or drawing if that is what they want to do. Feedback is requested from parents, Play Workers and children and is acted upon wherever possible - for example, games and equipment purchased are generally those requested by the children and Play Workers.

BOSH also aims to be as environmentally aware as we can, using sustainable resources wherever possible, providing healthy, organic, fair trade refreshments as much as is practicable and minimising paperwork by the use of emails and the website whenever we are able to do so.

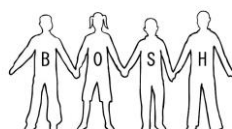
BOSH allows children to socialise across the whole primary age range, something that often does not happen in school. A survey of BOSH users conducted by Manchester Training and Enterprise Council showed that the majority of parents/carers using BOSH felt that their child(ren)'s social skills had improved as a result of using BOSH.

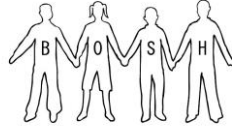
Places for all the schemes can be provided by the local Early Years and Play Division of Manchester City Council via the relevant social worker. The children's services branch of Manchester city council provided some funding and advice to BOSH in the past as did Manchester TEC.

Record Keeping

Application Forms

All scheme places must be pre-booked using WHOSH official application forms which are retained. These forms provide emergency contact numbers for parents/carers and medical information on the child. For this reason it is vital that these details are accurate and legible and that WHOSH is informed when any relevant details change. Latest forms are available on request, or preferably should be updated directly on the website, using your online website account.





Registers

Daily registers are maintained, listing all children attending each specific session, and is retained for future reference. Staff attendance is also recorded.

Accident Records

Accident records are kept and there is a first aid kit. Details are completed by one of the qualified First Aiders whenever there is an accident.

Duplication of the details of the accident is also given to the parent/carer on an accident form. There is also an INCIDENT form on which to record any matter of concern that is non-accidental.

Medicines

In term time, administration of medicines is dealt with by the Headteacher of William Hulme's Primary School. For holiday clubs, parents/carers are requested to provide written details of any medicines to be administered and authority to give the child the appropriate medicines. Records of all medicines administered are detailed on a BOSH medicine administration form.

Fire Drill/Bomb alert procedure

In term time this will be organised in conjunction with the Headteacher of William Hulme's Primary School and during holiday clubs by BOSH staff. Details are entered in the WHOSH records. Drills should take place once each term and at the beginning of every holiday club.

Parental Involvement

A notice board, displayed near the entrance door to the WHOSH dedicated space within William Hulme's Primary School, allows parents to leave messages for staff if they are unable to contact them. Parents/carers of new children are welcome to visit with their child as many times as they wish prior to the child attending a full session. New children are introduced to all the staff and to a small group of other children on their first visit. A child who is familiar with WHOSH will often be asked to "look after" a new child. Staff meetings are held monthly. This is largely an activity planning process that reports to the Management Team. Minutes/notes of the meeting are recorded and kept by the Play Manager. A member of the Management Team will be available to attend staff meetings if invited.

Any further comments or queries can be addressed by mail using the contact details above, or preferably via email (address above).

BOSH has a range of policies, which are available on the website. These policies are regularly reviewed and they include:

Acceptable Use (Electronic Devices)

Allegations Against Staff

Arrivals & Departures

Child Collection

Dealing With Racial Harassment

Fire Safety

GDPR Privacy Notice

Health & Safety

Admissions & Fees

Anti-Bullying

Care, Learning & Play

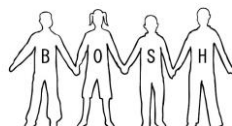
Complaints

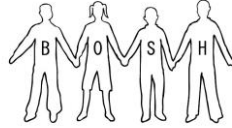
Documentation & Information

Food & Drink

Guidance on Infection Control

Health, Illness & Emergency





<i>Hygiene</i>	<i>Inclusion & Equal Opportunities</i>
<i>Infectious & Communicable Diseases</i>	<i>Information Security</i>
<i>Involving & Consulting Children</i>	<i>Missing Children</i>
<i>Mission Statement</i>	<i>Parent/Carer Partnership</i>
<i>Physical Environment</i>	<i>Place Allocation</i>
<i>Positive Behaviour</i>	<i>Prevent Duty - Risk Assessment</i>
<i>Risk Assessment</i>	<i>Safeguarding Children</i>
<i>Safeguarding Children - Referral Procedure</i>	<i>Settling In</i>
<i>Site Security</i>	<i>Smoking & Substance Abuse</i>
<i>Special Needs</i>	<i>Staff Development & Training</i>
<i>Staffing</i>	<i>Students & Volunteers</i>
<i>Suspensions & Exclusions</i>	<i>Uncollected Child</i>

N.B. The latest version of these policies and procedures will always be available on the website, before being available anywhere else.

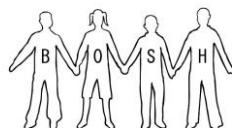
Special Needs

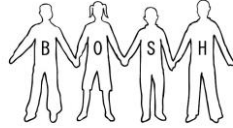
BOSH is aware that some children may have special needs (including special educational needs and disabilities) and has always been proactive in working with such children. We aim to promote the welfare and development of the child through appropriate liaison with parents/carers and other relevant parties. Special needs of any child should be discussed at the weekly staff meetings.

Play Plans

The play activities are organised by the WHOSH Play Manager, in conjunction with the Play Workers, at the monthly staff meetings. Current play plans may be requested to be seen from the Play Manager whose responsibility it is to prepare these during the monthly staff meetings with the Play Workers and to load them onto the website for parents/carers to view.

Reviewed June 2021





Did you know that BOSH also operates Holiday Clubs?

Operating within the heart of Chorlton we offer an inclusive Holiday Club service all year round.

£30.00 per day from 8.30am-5.30pm (extended hours service from 7.45am and/or to 6.00pm for small extra fees). Sibling discount and half days available.

Book all five days and get the fifth half price.

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for more information.

