

HOYLANDSWAINE OWLS

BREAKFAST & AFTERSCHOOL CLUB



PARENTS' HANDBOOK

ABOUT THE CLUB

Hoylandswaine Owls is registered with Ofsted (Registration No 106585), and is based in HOYLANDSWAINE PRIMARY SCHOOL. The club is open from 7.30AM-9.00AM & 3.30PM-6.00PM weekdays, during term time.

Our club runs from the school hall and we are also very lucky to have our own M.U.G.A and a fantastic log area plus the school playing field.

Aims

At Owls we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club allows the children to have free time to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, indoor and outdoor games. In addition other resources are available for the children to select from our equipment library.

What we provide

We provide healthy snacks, including fresh fruit and vegetables. We promote independence, choosing what tea they want and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. The food we provide at the Club is not intended as a substitute for a main evening meal. A menu is enclosed in your pack. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

Our Club is staffed by a Co-ordinator Ms Carol Oxley, Deputy Co-ordinator Miss Lucy Lockwood, and Club assistant Jack Lockwood. We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact Ms Oxley or Miss Lockwood.

Policies and procedures

The Club has clearly defined policies and procedures.

Copies of the full policies are kept at the Club and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Co-ordinator and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Payment of fees

Club has many different ways to pay:

We accept Childcare Vouchers

School Money payment system

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given) as we cannot adjust staffing costs.

We do not open on bank holidays and professional training days.

Please ensure that fees are paid promptly (within 7 working days.) Late payments will incur a fine.

Changes to days and cancelling your place

You must give us one month's notice of termination, or 7 days notice if you need to change your regular bookings. If you need to change the days that your child attends, please contact Ms Oxley or Miss Lockwood. We try to accommodate such changes wherever possible. We also have an Ad Hoc system where you can book your child into club. **24 hours** notice is required and the form **must** be signed.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Co-ordinator know. In cases of illness or emergency when notice cannot be given, please call as soon as you can.

Club Fees:

Breakfast Club: £5.00 per child per session

Afterschool Club: £8.00 per child per session

We also have a 10% discount for siblings

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. The induction will include running through Club's routines (including meal times & collection), and introducing your child the staff and other children.

Arrivals and departures

Our staff collects children from the classrooms and escorts them to the Club. A register is marked when children arrive.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

The club finishes at **6.00pm**, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of **£1 per 1 minute** will be charged if you collect your child after the Club has closed.

If your child remains uncollected after **6.30pm (30 minutes after your club closes)** and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

General Information

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate aggression from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Co-ordinator of any infectious illness your child contracts. If your child has had sickness or diarrhoea please **do not** send him or her to the Club for **48 hours** after the illness has ceased.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

Medication

Please let the club know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. This isn't necessary if you have already completed a form for school.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Co-ordinator, or any other member of staff.

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Club mobile number: 07914 368254 (Please leave a voice message if there is no reply.)

Club Staff

Co ordinator:	Carol Oxley
Deputy:	Lucy Lockwood
Assistant:	Jack Lockwood

Ofsted

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Store Street

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