

# Happy Times After School Club

## Parents' Handbook

### **About the Club**

Happy Times After School Club is registered with Ofsted Registration No 2682815 and is based in Alfred Sutton Primary School. The club is open from 3.00pm until 6.00pm weekdays, during term time.

The Club provides learning opportunities through play and activities that allow children to be stimulated and broaden their knowledge, skills and understanding. The children can participate in a wide range of supervised activities including art & craft, sport, cookery group and individual games/toys, read/rest or do homework in the quiet room according to their needs. Children are encouraged to make suggestions as to activities they would like. We believe that the learning of new concepts proceeds much more effectively when children feel free happy and secure, and so to this end, we combine the very best elements of current learning philosophy, using OFSTED recommendations as our guideline.

Parents/ Guardians are welcome to visit the Club before registration/ booking to find out more about the activities and to meet the staff. These visits should be arranged directly with the Supervisor on the Club mobile phone number 07359453398.

### **Aims**

At Happy Times After School Club 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 follows the Play work Principles, so the children are free 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, physical play, and reading. In addition, other resources are available for the children to select from our equipment library.

### **What we provide**

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks and cold meals, including fresh fruit and vegetables. We promote independence, by encouraging the children to plate their own snacks, pour drinks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. 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. All children eat together, which is also an opportunity to socialise and share any news they might have.

### **Staffing**

Our Club is staffed by a manager( Surjit Bains), deputy manager and play workers. Our aim is 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 have appropriate DBS checks. We

maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:15 for children over the age of 8.

Staffs also have designated roles:

Supervisor: Special Education Needs Co-ordinator

Deputy Supervisor: Equalities and Inclusion Co-ordinator, Health and Safety Officer

Play worker: Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person

Play worker: EYFS Key Person, Child Protection Officer

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 the manager (contact details are at the back of this Handbook).

### **Organisation**

Out of School Club is run as a private business, employing four staff. We enjoy a close working relationship with Alfred Sutton Primary School in order to ensure continuity of care, and to maintain good communication links.

### **Policies and procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

# Terms and Conditions

## **Child protection**

At Happy Times After School Club 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/disclosure made by the child about the abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

## **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 (SENCO at the school) 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.

- 1: 1 support - If your child requires support/care, we need enough notice in order for you to contact your Local Authority to apply for funding.
- Happy Times After School Club are unfortunately unable to provide internal 1:1 support. Please call our Manager on 07979790846 prior to confirm your booking where you will be provided with a SEN enquiry form.
- After we have received this we will be able to take the next steps in putting support in place for your child at our provision.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

## **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.
- We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:
- 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; use of reflection sheet; social story; 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. See our **Exclusions Policy** for full details.

## **Photography**

If you would not like your child to be included in any photographs or videos, you must not agree to photo consent when booking.

Parents are not allowed to take pictures on their mobile phone or any device whilst in the setting without authorisation from the club manager.

## **Toys and Belongings**

Please ensure all children's belongings are clearly labelled. Parents and children are responsible for ensuring all belongings of the children are taken home at the end of each session. Items left behind will be available for collection at the following session. Please note, we do not encourage children bringing their belongings/ toys to the Club. Any lost property will be kept at the Club until the next day and then will be added to the school lost property box which is placed under the cycle shed.

## **Personal Items**

Should your child require items such as hat, sun cream, etc, please ensure it is sent, clearly labelled and that we are notified in writing of your wishes. Due to child protection, please ensure that your child is able to put on their sun cream unaided.

## **Late Bookings**

Happy Times After School Club operate on a strict pre-booking system.

Online bookings close at 7.15 pm the day before a place is required. After this time late bookings can only be made

If a parent wants to book a place for the next day place is required booking after 10 AM will incur an admin charge of £2 per booking.

If a booking is not made, entry will be refused if the child has not attended before, or a £3 charge will incur.

## **Complaints procedure**

- If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

- Verbal complaints will be brought to the next staff meeting for discussion and action.
- All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.
- Our **Complaints Policy** is available on request/on our website
- In the unlikely event that you are not fully satisfied with the outcome of the complaints procedure, you may wish to contact the Ofsted Early Years Complaints Helpline on 0300 123 4666, or contact them via their website [www.ofsted.gov.uk/contactus](http://www.ofsted.gov.uk/contactus).

## Liability

Happy Times After School Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staffs.

### Insurance

All children in our care are covered by our Public Liability Insurance.

## 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 Manager 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. See our **Illness and Accidents Policy** for more details.

## 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. For full details see our **Illness and Accidents Policy**.

## Medication

Please let the Manager know:

- If your child has an on-going Medical Condition or Allergy for example a Nut allergy (that may require an Epi-Pen) or Asthma ( and they use an inhaler) This information must be provided and made clear in the section provided for this in the Online registration system. The Manager will then discuss your child medical needs and will request you to complete a **Permission to administer medication Form** and provide us with the necessary medication. Please Note we cannot use the same medication you may have also provided to the School.
- If your child is taking prescribed medicine on temporary basis whilst at the Club, for example an anti-biotic, you will also need to complete a **Permission to administer medication Form** in advance.

Please refer to our **Administering Medication Policy** for more details.

For 1: 1 care/support: please do call our Manager to arrange your requirements. You must provide all the relevant information at the time of registration. This includes: allergies, additional needs and dietary restrictions, medical information.

Please Note - 1: 1 care/support is subject to availability and extra staffing cost.

If full information is not provided this may result in that child being excluded from certain activities, or if it felt necessary, excluded from using Happy Times After School Club. In such circumstances, no refund or credit will be paid.

Happy Times After School Club reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child.

### **Age Requirement (Minimum)**

We cannot accept children under the age of four to our Club.

Happy Times reserve the right to request proof of age, if a child is suspected to not meet the above.

### **Arrivals and departures**

Our staff collects children from Foundation, Lower school and middle school and escort them to the Club. Year 6 children are expected to make their own way to the setting from their classroom. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

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.

See our **Arrivals and Departures Policy** for more details.

### **Late Collection Policy/ fees**

The club finishes at 6.00pm. If you are delayed for any reason please telephone the Club to let us know. Happy Times After School Club reserve the right to charge a fee or issue a ban for late collection of any children. If a child is collected after the allocated collection time identified on the booking, the following late fee policy will apply.

£15 – Within first 10 minutes

£10- Every 10 minutes after this

Please Note: Same penalties also apply where only a short session is booked.

Penalties applied are used to cover staff wages to stay until the child is collected. This balance will be charged to the account and must be paid to continue attending the sessions.

Managing persistent lateness: The Manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the after school club.

If a child is collected late on three or more occasions, a Warning Letter/Email will be issued to the parent stating that their child's registration is likely to be cancelled if late collections continue. If the child is collected late persistently i.e. more than six times the parent will receive a Final Letter/Email regarding late collections and informing them that their child's registration will be cancelled. No fees will be refunded.

If your child remains uncollected after 6.30pm (which is 30minute after the 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. If a child has to be removed from the premises, a notice will be left on the door indicating the child's whereabouts and a note of the Manager's contact number.

## **Cancellation and Refund Policy**

### **For Contract Bookings:**

You must give us one month's notice of termination or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

### **For Ad hoc Bookings:**

For more than 2 weeks' notice we will give a full refund

2 weeks to 48 hours' notice we will give a credit/transfer

Less than 48 hours' notice we will give no refund or credit unless a medical note from a doctor is provided (not just for sickness). This is due to staff contracted to work.

Please note that in the case of having to self-isolate due to government guidelines, 48 hours notice will still apply in order for us to pay our staff.

\*Please note any tax free or childcare vouchers cannot be refunded and will only be issued as credit\*.

The Managers discretion will also apply to the Refund Policy.

### **Extra Curricular Clubs**

If your child will be attending another school club before coming to Happy Times Afterschool Club it is the parent's/carer's responsibility to inform Happy Times Club to make any changes to their booking if and as required. Changes will not be made retrospectively.

### **Payment of fees**

Happy Times After School Club uses a online payment upfront service and Direct Debit booking service and also accepts Childcare Vouchers and Tax-Free Childcare. It is the parent's sole responsibility to make sure they request payment from their Bank/ Childcare voucher / Tax Credit Provider as soon as the booking is made. You may be required to provide proof of the requested payment where necessary. Booking completion confirms your acceptance of the terms and conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

### **Temporary changes**

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

**Programme Changes**

Happy Times After School Club reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer

**Enforced Venue Closure**

Happy Times After School Club will make every effort to keep the club open, but in exceptional circumstances such as :Serious weather condition ,heating system failure , burst water pipes, fire or bomb scare/explosion, death of a member of staff or child, assault on a member of staff or child, serious accident or illness, outbreak of human infectious or contagious condition , for example; Meningitis, Influenza or by order of competent authority ( School, Local Authority, Environmental Health etc or for any other reason, customers will be liable for any fees due/paid, during the entire period of closure.

**Confidentiality/Data Protection**

The club has a duty of care and legal responsibility to keep adequate records about children, parents and staff. This includes names, ages, emergency contact details, any applicable medical or dietary restrictions and in some cases credit/debit card or other payment details. We hold and use some of your details for future marketing purpose via email address provided. We do not sell or pass on your data to any third party. The club will ensure that its procedures maintain appropriate privacy and confidentiality. All records are stored securely and information is only accessed or disclosed on a 'need to know' basis to fulfil their responsibilities at the Club or to those who have a legal right to know. All records are subject to the Data protection Act.