# Harwood Meadows CP School

# Out of School Club

# Parents' Handbook

## About the club

Harwood Meadows Team Club is registered with Ofsted (Registration No 137991). The club is open from 7.30am until 8.45am and 3.30pm until 6.00pm weekdays, during term time.

We are based in the community room at the back of the school. We have use of the school hall and playground, including the trim trail. We use these spaces for fun activities, sports, games and film nights.

## Aims

At Harwood Meadows Team Club we aim to provide a safe, 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, cookery, 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, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, 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. We do request that food be consumed whilst sitting at the snack tables.

## Staffing

Our club is staffed by two managers Mrs Sarah Grace in the breakfast club and Mrs Harriet Pitt in the after school club together with play workers. 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. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.
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).
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

## 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 Manager 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.  Emergency admissions will be at the discretion of the Manager. See our Admission and Fees Policy for more details.
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.

## Booking

You need to book a place in the before and after school club by using our online booking system via the My Child At School (MCAS) App. This needs to be done 24 hours before the place is needed. Please see the office if you need help with the online booking system.

Following a review of Out of School club procedures in 2023, it has become apparent that a number of children are not being booked into club via the online booking system, instead being brought to club on the day. This has a detrimental impact on staffing and provisions for the children attending club. There is now a late booking charge for children who are booked into club less than 24hrs in advance.
The late booking charge will be £5.00 in addition to the usual fee for either breakfast or afternoon club, e.g. late breakfast booking = £11.50 and late afternoon booking = £15.00.
Bookings made less than 24hrs in advance will not be subject to any discount codes.

## Payment of fees

Fees are payable in advance via our online booking system (see Booking above). We will also accept childcare vouchers.
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).
We do not charge for bank holidays and professional training days.
Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

## Changes to days and cancelling your place

Once you have booked your place, you are able to cancel it using the online booking system, up to 24 hours in advance.

## 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 rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children. Another child will usually be allocated to act as your child's buddy for the first few sessions. See our Child Induction Policy for more details.

## Arrivals and departures

You must accompany your child to breakfast club so that you can sign them in, please do not drop them on the school premises to make their own way to club. This is to ensure the safety of your child.

In the afternoon, our staff collect children from Foundation Stage and KS1 and escort them to the club. Children in KS2 are able to make their own way to the community room.

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.

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 £5.00 per 15 minutes per child will be charged if you collect your child(ren) after the club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.30pm 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. 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 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. 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.

## 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. 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; 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 Suspensions and Exclusions Policy for full details.

## Behaviour (adults)

We will not tolerate 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. See our Aggressive Behaviour Policy for more details.

## 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 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. See our Administering Medication Policy for more details.

## Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to 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.
A full copy of our Complaints Policy is available on request.

## 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, programmes of activities, menus, 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.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

## Contact Information

Team Club
Harwood Meadows Out of School Club
Orchard Gardens
Harwood
Bolton
BL2 3PS

Club phone number: 01204 333703 (Please leave a voice message if there is no reply.)
Ofsted Registration No: 137991

## Club Staff

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| Managers: | Sarah Grace (breakfast club)<br>Harriet Pitt (after school club) |
| Play Workers: | Abbie Farrell, Ellie Rourke |

Team
club