



Woodbury After School Club
Parents' Handbook

ABOUT THE CLUB

Woodbury After School Club is registered with Ofsted (Registration No EY224690), and is based in Woodbury C of E Primary School. The club is open from:-

7.30am -9.00am for Breakfast club Monday - Friday , term time only

After School Club 3.15pm – 5.30pm Monday – Friday, term time only

You can download our last inspection report here

<https://reports.ofsted.gov.uk/provider/16/EY224690>

We are based at Woodbury C of E Primary School in our own room, we have use of the school hall on Wednesday afternoons and of the school playgrounds and field throughout the year. During the summer we try to make the most of the weather and different surroundings by taking the children to nearby park located on Orchard Close.

Drop off and pick up for both breakfast and After School Club is the green door located on the Town Lane side of school, we also have use of the school playground – when we are outside leave a sign on the door and collection is from the main school gate located on Castle Lane.

Aims

At Woodbury 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 Playwork 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, computer games, physical play, cookery, and reading. In addition other resources are available for the children to select from our toy units, shed and art cupboard. We provide an opportunity to take part in a special activity each week that the children suggest to do, using the suggestion tree or speaking to staff.

What we provide

The food we provide at the Breakfast Club is suitable of a health balanced breakfast with a range of suitable cereals, 50/50 bread with a variety of spreads, yogurts and fruits. Each term we provide a special party breakfast for the children (the usual foods are offered but we also have chocolate spread and pancakes etc).

We promote independence, by encouraging the children to prepare their own breakfast and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water, squash and milk 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 allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

We ask that for the afternoon sessions parents provide their children with a snack to keep them going until it is time to go home, we are happy to put snacks in the fridge at the start of the day if you drop them in to breakfast club.

Staffing

Our Club is staffed by a manager Jenna Walker, a session leader, four Playworkers and our administrator. We aim to provide a smooth transition between Breakfast Club, school and After School 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.

Staff also have designated roles:

Jenna Walker: Equalities and Inclusion Co-ordinator, Deputy Health and Safety Officer, Lead Safeguarding/ Child Protection Officer, Behaviour Management, Key Worker and First Aider

Ruth Given: Health and Safety Officer, Fire Safety Officer, First Aid Co-ordinator, Deputy Safeguarding / Child Protection Officer Special Education Needs Co-ordinator, First Aider and key worker.

Paula Tongue: EYFS Coordinator, First Aider, Keyworker

Liz Hill: First Aider, Back up Keyworker

Rose Fowler: First Aider, Back Up Keyworker

Sally Thomas: First Aider and Back Up Keyworker

Jackie Doyle: After School Club Administrator

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

Woodbury After School Club is run as a Charity Organisation, employing Seven members of staff. We enjoy a close working relationship with Woodbury C of E primary School and Maytree pre 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

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 Jackie Doyle (Administrator) 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. 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.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

Breakfast Club

The current fees are

£6.50 per child from 7.30am – 8.55am (including breakfast if required),

£2.00 for our drop off session 8.30am – 8.55am (breakfast is not provided)

After School Club

The current fees are

£5.50 per child from 3.15pm – 4.30pm,

£7.50 per child from 3.15pm – 5.30pm

If parents are late on more than 3 occasions a £20.00 penalty charge will be incurred

Fees are payable in advance by cash or cheque, bank transfer (Bank transfer information is on Invoices) or childcare vouchers. We accept vouchers from the following schemes **Sodexo, Computershare, Edenred and Fair Care**. Cheques should be made payable to “**Woodbury After School Club**”.

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 for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager or Jackie Doyle (Administrator).

Payment Policy

Like most other child care providers, Woodbury After School Club expects regular users to pay in advance of using the setting. The preferred schedule of payment for using the club is termly or half-termly. Monthly payments, and in exceptional circumstances weekly payments, are accepted but must be agreed in advance with Jackie Doyle.

Payment Schedule

Dependent on the type of payment plan being used, the following are the expected payment dates:

Termly Payments - Payment is due by the first day of term.

Half-Termly Payments - Payment is in two instalments. Payment 1 by the first day of term and payment 2 by the last day before half term. The instalment payments are listed on the invoice.

Monthly Payments - Payment is due in advance, and by the first day of the month the setting is being used (e.g. payment for using the club in October is by 1 October). Payments will be of roughly equal value, although we will accept the earlier payments being of greater value.

Ad-hoc sessions

Where ad-hoc sessions are used in addition to regular pre-paid arrangements, the charge for these ad-hoc sessions will be added to, and payable in the first instalment of, the next invoice (or in the next monthly invoice). Other ad-hoc users will be invoiced at the end of the term. Where an ad-hoc user runs up large bills, invoices may be produced during a term with a two-week payment deadline. Failure to pay within this time may result in the ad hoc facility being removed for your child(ren).

Late Payments

A first reminder will be sent by email if payment is not received within one week of the due date. If payment is not received within a further week of the reminder, a second/final reminder will be sent requiring payment within three days. If payment is not received within this three-day timeframe, your place at the setting will be revoked until full payment has been received.

For those paying weekly, payment is expected before the child(ren) attends during that week. If payment is not received prior to that week's attendance, a reminder will be sent. Failure to comply with this reminder will result in your place at the setting being revoked until all outstanding payments have been received.

The committee is sympathetic to exceptional circumstances and will exercise discretion in the application of this policy where necessary.

Changes to days and cancelling your place

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 and exceptional circumstances.

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.

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 (Date and Time to be agreed with the manager).

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 collection, children's meetings), and introducing your child 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

Our staff collect children from Foundation Stage and Class 1. A register is taken when children arrive in our care, and a member of staff 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.

Monday – Friday from breakfast club we take the foundation unit children up to their classrooms and a member of staff takes the children from pre school down to Maytree.

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

The club finishes at 5.30pm Monday to Fridays, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £20.00 will be charged if you collect your child after the Club has closed and without notice on three occasions.

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

Drop off and Pick Up

Parents are asked at breakfast club to drop off at the green door located on Town Lane side of the school, we ask that parents drop at the door. For After School Club pick up we ask that parents collect at the green door located on town lane side of the school or if we are outside to wait at the playground gate located on Castle Lane side of the school.

From this year we are asking parents not to come in to the setting/playground to ensure a smoother transition for the child/ren and also for safeguarding purposes as well as health and safety.

Parents will be asked in to the side room if they need to talk to a member of staff or if we need to talk to you.

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.

British Values

At Woodbury After School Club we support the British Values:-

Democracy – The children have a say in what happens in the After School Club.

The Rule of Law – The children learn about right/wrong, consequences of wrongdoing, the reasons we have laws are to protect us.

Individual Liberty – We encourage children to make their own choices (knowing they are safe and supported), provide boundaries for making choices safely – we want the children to feel confident voicing their opinions and their rights.

Mutual Respect – This is the heart of our values at ASC, we expect the children to treat each other with respect and be tolerant of other people's views and opinions. We help the children to understand their own behaviours and how this can affect their rights and those of others.

Tolerance – We encourage children to be tolerant of others of different faiths and beliefs and that even if they do not agree that we need mutual respect for each other!

At ASC we encourage children of different faiths and beliefs to share their knowledge and celebrate cultural festivals of **every** faith.

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.

The club also has a 3 behaviour forms policy which results in the child being suspended for a week once they have received 3 behaviour forms in a term.

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 **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 your child's key person, the Manager or the chair of the committee. 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

Woodbury After School Club
Woodbury C of E Primary School
Castle Lane
Woodbury
EX5 1EA

Manager's Phone number: **07801 509985** (this number can be used at anytime to contact the manger about absences, issues etc)

Club's Email: **Woodburyasc@yahoo.com**

Administrator (Jackie Doyle) : **Info.woodburyasc@gmail.com**

Chairperson's Email: **chairperson.woodburyasc@gmail.com**

Club Phone number: 01395 233745 (please contact between 7.30am -9am and 3pm – 6pm)

Ofsted Registration No: EY224690

Club Staff

Setting Manager: Jenna Walker

Session Leader: Ruth Given

Playworkers: Liz Hill

Rose Fowler

Paula Tongue

Sally Thomas

Administrator: Jackie Doyle

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Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231