

WOODY'S

Woodstone Community

Primary School

Wrap Around Care

Parent's Handbook



ABOUT THE CLUB

Woody's is based in Woodstone Community Primary School. The club is open from 7.30am until 8.45am and from the end of the school until 6pm weekdays during term time.

Aims:

At Woody's we aim to provide a safe, secure, relaxed yet stimulating environment, offering a range of activities to reflect the interests of the children in our care.

What we offer:

The children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including crafts, board games, construction, computer games, physical play, cookery, homework club, imaginative play and reading.

What we provide:

We provide healthy snacks and light meals, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves wherever possible. 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 all children delivered in a calm, friendly setting. Breakfast club will eat before 8:15am and after school will have a snack and drink on arrival and dinner at 4.45pm.

Staffing:

Our club is staffed by the Manager and two assistants per session. We aim to provide a smooth transition between school and club.

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 Lead Practitioner.

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 on the school website for parents to consult at all times.

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 trained appropriately. For more details see our **Child Protection Policy**.

Admission:

Our Club aims to be accessible to children and families from Woodstone Community Primary School. Admission to the club is organised by the Manager and we use a waiting list when the need arises. The waiting list will be operated on a first come, first served basis. See our **Admission and Fees Policy** for more details.

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

Payment of fees:

From September 2019 the following pricing structure applies:

The morning Club will run from 7:30am until 8:45am. The cost for this will be:

7:30am – 8:45am - £5 (includes breakfast)

7:45am – 8:45am - £4 (includes breakfast)

8:15am – 8:45am - £2 (**does not** include breakfast)

For example a child coming to the breakfast club from 7:30am – 8:45am will pay £5 total.

A child arriving at 7:40am will pay £5, but a child arriving at 7:45am will be charged £4.

Children will not be admitted before 7:30am.

Toast and cereal will be available with a drink as part of this price.

Children arriving from 8:15am will pay £2 but will not be served breakfast.

The Club in the evening will run between 3:15pm and 6pm.

The pricing structure for this is as follows –

3:15pm – 3:45pm - £2

3:15pm – 4:15pm - £4

3:15pm – 5:00pm - £8

3:15pm – 5:30pm - £10

3:15pm – 6pm - £12

Any time after 6pm - £20

If a child attends one of our own, teacher led in house after school clubs (e.g. netball) from 3:15pm until 4:15pm then the pricing structure will be as follows:

4:15pm – 5:00pm - £4

4:15pm – 5:30pm - £7

4:15pm – 6:00pm - £10

Any time after 6pm - £20

A drink and biscuit at 3:15pm and a light tea for children staying after 4:15pm will be available as part of this price.

Payment at the time of booking is preferred to enable us to adhere to staff:children ratios and for catering purposes. Any fees outstanding at the end of the month will be invoiced.

Changes to days:

If you need to change the days that your child attends, please contact the Manager. We will try to accommodate such changes wherever possible.

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 may 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 a member of staff know. In cases of illness or emergency when notice cannot be given, please call as soon as you can.

Arrivals and departures:

Admission is through the school's main entrance where you will be let in by a member of staff and departure is through the same door. A register is taken when children arrive in our care. Parents will sign children in with the time they arrive and out with the time they are collected.

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 and provide the person collecting the person with the appropriate password. We will not release your child into the care of another person unknown to us without your authorisation. See our **Admissions and Fees Policy** for more details.

The club finishes at 6pm, if you are delayed for any reason please telephone the Club to let us know. A contribution towards the costs for any extra staff wages will be incurred.

If your child remains uncollected after 6.15pm and you have not warned us that you will be delayed, and if we have been unable to reach you on any of your emergency contacts, we will follow out **Uncollected Children Policy** and contact the Social Care Team.

Behaviour:

We have a clear **Behaviour Management Policy**, a copy of which is available on request. 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; with emphasis on cooperative play, sharing, talking to children with the courtesy that we expect 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. This will occur in only exceptional circumstances when other attempts at behaviour management have failed.

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.

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 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 a member of staff 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 **Medicine Consent Form** in advance.

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 decisions about running the club.
- Be available to discuss decisions about running the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

Admissions and Fees Policy

Woody's provides care for children between ages of 4 and 11, serving the children of Woodstone Community Primary School. Places are offered on a first come, first served basis. When all places have been filled a waiting list will be established.

Registration:

When an enquiry regarding places is made, parents or carers will be given all the relevant club information, including:

- Parent Handbook
- Registration Form
- Booking Form
- Medical Information Form
- Medicine Consent Form

The child will be able to attend the club as soon as the completed forms are received along with payment.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

Booking procedure:

Parents must complete the necessary paperwork, i.e. registration, booking and medical forms, before their children can attend the club. A letter will be sent out confirming your child's place.

Fee structure:

Fees are charged as detailed above, see 'Payment of fees'. The club recognises that child care can be costly, so we encourage eligible parents or carers to claim the child care element of the Working Tax Credit. We are also registered to accept various childcare vouchers, please ask for more details.

- Fees are payable monthly in arrears.
- Fees are to be paid using SchoolMoney. Childcare vouchers are accepted.
- Fees are charged for booked sessions whether the child attends or not.
- We offer a 10% discount for siblings.
- Children receiving free school meals will be offered a free space.

Payment of fees:

Fees are reviewed annually. Any queries regarding fees should be directed to the Manager. If fees are not paid, the club will write to the parent or carer, requesting payment. If it is not possible to pay fees by the deadline then a meeting with the Manager is to be arranged as soon as possible.

The Manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at club being withdrawn. If the fees remain unpaid after all the above options have been explored, the club may cancel the child's place.

This handbook was approved by governors in September 2019.

To be reviewed: September 2020