



AFTER SCHOOL CLUBS IN  
SURREY & HAMPSHIRE

## Parents' Handbook

# Schools Out For Fun Ltd

**Mrs Emma Harrison - Club Manager/Director**

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**Club Contact Number: 07985391206 (between 7am & 6:30pm weekdays)**

## About our club

Schools Out For Fun is registered with Ofsted (registration no ey461022), and is based in Southwood infant school. The club is open from 7.30 until 8.35am and 3pm until 6pm weekdays, during term time. We also offer inset day and half term care from 7:30am to 6pm when we can. We are based in the music room of Southwood infant school which is situated on the far right hand side of the building. We also make use of all the outside areas including playgrounds, trim trail, tyre area, woodland walk and the playing field.

At schools out for fun 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, physical play, reading, we also allow children to watch DVD's (age appropriate) as sometimes all they want to do is sit quietly.

## Staffing

Our Club is staffed by the Manager Emma Harrison, and qualified playworkers. In addition we have occasional volunteer staff. All of our staff have significant experience of working with children and undertake professional development training. All staff members are CRB checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

## Organisation

**Schools Out For Fun is run** as a private business. We enjoy a close working relationship with Southwood 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.

## 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. 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 for everyone at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

## Booking Sessions

You don't need to book a certain amount of sessions, you can just book a one off session if you'd rather. If you want to book a last minute session, then please do ask. We are registered for 24 children so if we are on our maximum numbers - unfortunately we won't be able to offer you a space - but will always try to help where we can.

Please don't assume you have a space for your child until you have confirmation from someone at the club. Because if we are full then we will not be able to take your child.

## 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. If you have booked extra sessions and cancel at the last minute, you will still be charged - due to us not being able to re-sell the space allocated to your child.

## 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 Manager know as soon as you can. In cases of illness or emergency when notice cannot be given, please call as soon as you can.

## Payment Of Fees

The current fees are:	Breakfast -	After School-
	7.30 am - 8.35am - £5.50	3pm - 4.30pm - £5.50
	7.45 am - 8.35am - £4.00	3pm - 6.00pm - £9.50

\*Please note our fees will be increasing from September 2019

We invoice for your booked sessions on the 25<sup>th</sup> of each month, a month in advance. With ad hoc sessions being added to the following month's invoice.

We accept payment by cash, bank transfer or childcare vouchers. We accept vouchers from the following schemes:

\* Sodex \* Edenred \*Fideliti \*Computershare \*Faircare \*RG Childcare

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 and we have not been informed in advance. 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.

## Arrivals and departure

Our staff collect children from their classrooms and escort them down the hall to the music room. We will sign them in 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 6pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5 per 15 minutes will be charged if you collect your child 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 do our utmost to create an environment in which children are safe from abuse and in which 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. We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual. 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.

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

## 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.

## 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**. 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 & 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. 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 straightaway. 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.

## 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 he or she 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. Verbal complaints will be brought to the staff 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.

## General Information

### Breakfast Club

We run two sessions at the breakfast club: 7.30am - 8.35am for £5.50 & 7.45am - 8.35am for £4.00

We provide a varied breakfast from the moment we open until 8.15. We then carry on playing until 8.30 when we tidy up and get ready to go into school. The children are then taken into their classrooms for the start of the day. We encourage the children to help themselves and be independent when it comes to buttering their toast or pouring their cereal - but there will always be someone on hand to help!

### After School Club

After school we run two different timed sessions: 3.00pm - 4.30pm for £5.50, & 3.00pm - 6pm for £9.50. At 3pm the staff will go to all the classrooms and collect the children attending the club. When they first come in there will be one table set up with a fruit bowl, biscuits and jug of water. The children will be encouraged to have a piece of fruit and then a biscuit but not made to. If they don't want snack they can help themselves to the toys, games, puzzles, craft that they would like to play with. We then play inside or outside until 4.30pm when some children are collected.

For the children attending the 6pm session, we will tidy up and have a second snack. This includes: Cucumber, grapes, melon, pineapple, biscuit, bread sticks, chicken nuggets, sausage rolls, pizza, sandwich meats, cheese, wraps/rolls. We try and keep it as healthy as possible and not to fill them up too much - just sustain their hunger till they get home. We will then continue playing until they are collected!