



**PARENTS' HANDBOOK
BREAKFAST & AFTER
SCHOOL**

READ ME

ABOUT THE CLUB

TOLLESBURY'S LARKS AND OWLS IS REGISTERED WITH OFSTED UNDER THE SCHOOL'S OFSTED REGISTRATION 8812360 WE OFFER A BREAKFAST CLUB (LARKS) 7.30 AM UNTIL 8.45AM AND AFTER SCHOOL CLUB (OWLS) 3.15 PM UNTIL 6.00PM. THESE CLUBS ARE OFFERED DURING TERM TIME FOR THOSE CHILDREN ATTENDING FULL TIME EDUCATION.

We are based at Tollesbury School in The Rainbow Room. We have access to the school playground and field, we also have limited use of the hall and ICT Suite. We welcome all children from the age of 4 until the age of 11 years.

At Tollesbury Larks and Owls clubs we do not exceed 20 children at any one time due to staffing ratios and available space.

Aims

At Larks and Owls, 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

We offer parents/carers and families a quality childcare setting that recognises the needs of parents /carers and children requiring quality and affordable child care around the school day.

The children will be able to choose from a range of activities and resources. There will always be a selection of activities and resources available e.g. craft, board games, construction, computer games, physical play, cookery and reading.

Meals we will provide

The food we provide at our club is breakfast in the morning and a light tea in the evening. We promote independence, by encouraging the children to help set the table and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is always available. We meet individual dietary requirements wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. Children will eat their food whilst sitting at the table. Please note it is the parents'/carers' responsibility to inform the Larks and Owls staff of any food allergies their child may have by completing the correct information on the registration documents. Tollesbury School does everything possible to be a nut-free school.

Staffing

Each session will be staffed by a co-ordinator and an assistant. Our aim is to deliver a stimulating yet caring activity program in safe surroundings. All staff are trained in first aid, safeguarding, food hygiene and behaviour management.

Our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked.

Organisation

Tollesbury Larks and Owls are run as a community business, employing 4 staff. We enjoy a close working relationship with Tollesbury School 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 always available for parents/carers to consult.

TERMS AND CONDITIONS

Admission

Our club aims to be accessible to children and families from all sections of our local community once they are in full time education. Admission to the club is organised by the Manager. The admissions will be operated on a first-come-first-served basis, except for siblings who will have priority for the same days as a sibling already attending.

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. We will NOT accept children without an up to date form.

Please note Larks & Owls will not be open on School INSET days or for any other reason where the school must close. If there is an unforeseen event (such as heavy snow) which means the club must close, the Club Manager will contact the parents concerned.

Payment of fees

Larks starts at 7:30 at a cost of **£4.00** which includes breakfast. Owls is **£10.00** from 3:15 – 6:00pm or **£7.50** for after clubs until 6:00pm this includes a light tea – see separate menu.

Fees must be paid in advance via Sims Agora or 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 in the event of non-attendance.

Please ensure that fees are paid promptly. If you are having difficulty paying fees, please speak in confidence to the Manager. Permanent cancellation of sessions must be given in writing for our records.

Temporary changes

Please remember that we need to know if your child will not be attending the club for any reason. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' as per our **Safeguarding Policy**.

If you know in advance of any days when your child will not be attending booked sessions, please let the Manager/ office know as soon as possible. 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 any of the clubs before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Please contact the manager to arrange a mutually convenient time.

During your child's first session time will be set aside to run through the club's rules and routines. Your child will be introduced to the staff and other children.

Arrivals and departures

A register is taken when children arrive in our care. For the Lark club, you must sign your child in at drop off. For the Owl club, you will have to sign when you collect your child.

We expect your child to 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 any person without your authorisation.

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).

Parents will be contacted at 7:45am for those children who have pre-booked a place but have not arrived.

At 8:45am / 3:15pm Reception, Year 1 and 2 children will be escorted to/from their classroom by a member of staff. Children in Years 3, 4, 5 and 6 will be asked to make their own way to / from their class.

Those children who attend an afterschool club will be escorted by the club lead / member of staff to the Rainbow room.

The Owl 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 **£8.00** per 15 minutes will be charged if you collect your child after the club has closed. You may also be asked to contribute 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. We comply with local and national child protection procedures and ensure that all staff are appropriately trained in Safeguarding and child protection. 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 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.
- We adhere to the Equality act 2010

Special needs

We make every effort to accommodate and welcome any child. We will work with parents/carers and relevant professionals to fully understand a 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**.

GENERAL INFORMATION

Behaviour (children)

Children and staff will create rules for acceptable behaviour whilst at the club. These will be 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.

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.

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.

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 for the staff who work there. 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 the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is always taken to ensure the safety of the children; the club is fully insured. Our staff are trained in first aid and a first aid kit is kept in the Rainbow room. 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/club leader 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 always available and can be viewed any time on request. Ofsted direct complaints: 0300 123 4666

PLEDGE TO PARENTS

We value our relationship with Parents/Carers and are committed to working in partnership with you to provide top quality care for your children.

We will:

- welcome you to discuss our work or answer any questions you may have.
- be consistent and reliable to enable you to plan with confidence and peace of mind.
- listen to your views to ensure that we continue to meet your needs.

We would like to thank you for your ongoing support to ensure we strive to provide the best childcare we can. We always welcome any feedback, ideas, queries and questions you may have. Please do not hesitate to let a member of staff know if you would like to talk to the manager.

CONTACT INFORMATION

CLUB MOBILE NUMBER: 07756 164982

CLUB EMAIL ADDRESS: tlo@tollesbury.essex.sch.uk

Correspondence Address:

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