



After School Club

Provided by Castle Kindergarten Ltd

Information for Parents/Carers



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Castle Kindergarten Ltd

Registered Office: Hylton Castle Primary School, Caithness Road, Sunderland SR5 3RE
Company Reg No.: 10009178 Registered in England and Wales

Dear Parent/Carer

Thank you for choosing to send your child to After School Club.

We are committed to providing high quality, affordable, child-centred care with positive play opportunities for every child attending our after school club, within in a safe, secure, caring and happy environment.

Our aims are:

- To ensure the health, safety and emotional wellbeing of every child in our care at all times.
- To create a relaxed and happy environment where children can unwind and be at ease with themselves whilst developing their social skills and self-esteem.
- To provide opportunities for developmentally appropriate play for the different age groups and allow children to make choices and to direct play at their own pace.
- To provide opportunities for children to explore and understand the wider world, have a positive image of themselves and promote respect for different cultural and social backgrounds.
- To provide an environment in which children's voices are listened to, their views and opinions are valued and respected and their needs and concerns are responded to appropriately and sensitively.

We hope that your child will find his/her after school club experience an enjoyable one and we would be more than happy to discuss any aspect of their care and development further with you in order to enable us to best meet their individual needs. In the meantime, please take some time to read this information booklet, which will hopefully answer many of your questions about our club.

The Management Team

After School Club is provided by Castle Kindergarten Ltd whose directors Kay Rooks and Sue Morgan have extensive experience in the education sector.

Staffing

Our Club is staffed by a Manager, a Deputy Manager and Early Years Practitioners. All of our staff have significant experience of working with children and undertake professional development training. All of our staff have enhanced clearance from the Disclosure & Barring Service. A member of staff with an appropriate First Aid Qualification will always be at the Club. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements for young children.

Our staff have designated roles which are displayed on our Notice Board at the 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 Club Manager.

What you can expect from us

Children will be able to access our After School Club at the end of each school day from 3.15pm onwards, where they will be guaranteed a warm and friendly welcome by our staff. There will be a wide variety of activities offered to children such as construction blocks, Lego, arts & crafts, board games, books, DVDs/CDs, plus games and sports outside when the weather permits. There will also be a quiet area with soft furnishings and comics and a suitable place for them to do their homework should they wish to do so. In fact, we will be offering them the kind of activities that they would be doing if they were at home. During this time, the children will also be offered a light snack and fresh water will always be available.

Session Times and Prices

The Club will be open from Monday to Friday during term time only. Each session will be inclusive of a light snack and a wide choice of activities.

Fees:

3.15pm to 4.15pm **£5.00** per session

3.15pm to 5.15pm **£7.00** per session

3.15pm to 5.45pm **£8.00** per session

Late collection fee:

£2.00 for up to **10 minutes** after the official closing time of your child's booked session.

£4.00 for up to **20 minutes** after the official closing time of your child's booked session.

Please note this charge applies even if you have booked your child only for the first hour up until 4.15pm and are late collecting him/her.

Booking

All parents/carers must complete our **Registration & Contract Form** in full before a child can be accepted at the club. **Registration & Contract Forms** can be obtained from our office, by download from the After School Club page of our website www.castlekindergarten.org.uk or by emailing albany@castlekindergarten.org.uk

Any changes to the information contained on the **Registration & Contract Form**, such as contact details, medical details, change of address, etc. must be notified in writing or email by the parent/carer as soon as possible to the After School Club Manager.

Children **must** be booked into the After School Club by the end of Club session on Thursday, for sessions that are required for the following week. This is because as childcare providers, we must comply with set staffing ratios and this enables staffing levels to be set in advance.

Booking requests must be made **in writing** on the official form and handed in to the Manager at the Club. Booking Forms can be obtained from our office, by download from the After School Club page of our website www.castlekindergarten.org.uk or by emailing albany@castlekindergarten.org.uk

In some instances and in emergencies, short notice bookings may be possible by prior arrangement with the Club Manager.

Payments

Payment must be made by cash or cheque at the time of booking in order for the club to remain financially viable. If a booking has been made at short notice with prior arrangement or, in cases of emergency, then payment must be made on the same day to the Club Manager.

Collection

Children will only be allowed to leave with either parents/carers or, with persons authorised by you on the Registration & Contract Form (over 16 years).

Are there any legal procedures in place for your child ie a Court Order? If yes, please inform the Club Manager as soon as possible as procedures will not be put into place without this and a copy of the relevant documents.

Policies and Procedures

Our Policies and Procedures will be available for you to view any time at the club.

Equal Opportunities

Our staff team actively promotes equality of opportunity and anti -discriminatory practice for all children and adults.

We support positively racial, gender and physical equality and we nurture an understanding of cross-cultural perspectives and values. We try to ensure that the specific needs of all children are met and that whilst children are at the Club they are presented with positive images of people from all walks of life.

Special Needs

Our philosophy is that children with differing needs have a right to develop to their potential alongside other children.

Allergies, Dietary Requirements & Medication

If your child has any allergies, dietary requirements or needs to take medication, please provide this information on their **Registration & Contract Form** (and if necessary additionally on a **Medical Form**) and discuss it in more detail with the After School Club Manager if necessary.

Safeguarding Children

The team works together to keep all of the children in our care safe and free from harm. 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. All of our staff have enhanced clearance from the Disclosure & Barring Service. Staff have received child protection training and child protection issues are co-ordinated by the After School Club Manager and the Deputy Manager.

Photographs

We often take photographs of the children taking part in activities. These photographs are put in our album to share with each other, used as evidence of our good practice for quality assurance and may be used for display or advertising purposes.

If you do not wish your child's photograph to be taken or to be included in any of the above please tick the relevant boxes on your child's Registration & Contract Form.

Food & Drink

We aim to provide a range of healthy food and drinks and make the light snack time a social time delivered in a calm and friendly setting. 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, vegetables, sandwiches or toast. We use fresh ingredients and follow statutory guidelines and we will meet individual dietary requirements and parental preferences wherever possible. Fresh drinking water is available at all times. Please do not send in food for your child, unless they have a specific dietary requirement that you have discussed with the Manager.

Expected Behaviour

Our emphasis is placed on having fun, although obviously there have to be guidelines about behaviour. We are sure that you will agree there should be certain standards of behaviour expected from children. At the beginning of each term, we will agree with the children what is, and is not, acceptable behaviour.

In order to deliver a quality service it is important that children who do not behave in an acceptable manner do not disrupt other children. At no time will misbehaviour, bullying nor physical or verbal aggression towards other children or staff be allowed. After School Club will not tolerate personal abuse towards adults or children. Positive behaviour will be encouraged and praised at all times.

Clothing

As there will be regular opportunities for children to go outdoors when daylight hours and weather permit, it would be advisable for children to have outer clothing that will keep them warm and dry.

Comments & Compliments

We will appreciate your comments & compliments, as we will always strive to provide the best possible service for families. Feedback forms will be available at our club for these purposes.

Complaints

Should you be unhappy with any aspect of our service then please speak to the After School Club Manager in the first instance, who will endeavour to resolve your complaint. Should she/he not be available to resolve your complaint then please speak to the person in charge that day. Our full complaints procedure is displayed on our notice board.