



The Howard Primary School Care Club Handbook

About the Club

The Howard Care Club is a school run provision, managed by the Directors of the Trust. It is based in the school hall, or occasionally in a classroom.

The club is open from 7:30am until 8:30 am in the morning Monday to Friday and 3.30pm until 5.30pm Monday to Thursday in the evening, during The Howard term time only. Please note The Howard, as part of The Small Schools Multi Academy Trust, has different term dates to Staffordshire and other counties.

Aims

At Care 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 equipment library.

Children may take part in messy activities while at Care Club. Parents/carers can provide children with appropriate clothing to accommodate this.

Care Club takes no responsibility for children's lost or damaged property.

Fees

Fees are reviewed annually, and can be found on the website.

The Club operates a 10% discount for siblings.

Fees must be paid 4 weeks in advance of booking, or your child will not have a place in Care Club. For September bookings, this means payment must be made in July.

A late payment fee will be charged every 15 minutes if you collect your child late, or after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

Fees are charged for all booked places, regardless of whether the place is taken up or not. This includes if a child has been excluded from Care Club.

Fees are charged where your child attends Care Club instead of a scheduled school club or event.

Fees are charged for the whole period where children attend Care Club after a scheduled school club or event.

We do not charge for bank holidays and professional training days. We do not charge for Care Club sessions cancelled by Care Club, or due to unforeseen school closures (i.e. snow days).

Adjusted fees (for additional sessions etc.) will be added weekly to ParentPay.

If you are having difficulty paying fees, please speak in confidence to the Play Leader.

Booking

Admission to the club is organised by the Play Leader, 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.

Booking/registration forms are required for all children attending the Club and are distributed on Dojo and in paper if required at the beginning of every term. Bookings are not complete unless payment has been made.

Places will not be rolled over between academic years – registration and booking must be completed in the Summer Term for September places.

Sessions are not transferable.

Four weeks' notice must be given if you no longer require your place in Care Club.

Staffing

Our Club is staffed by our Play Leader. Our aim is to provide a smooth transition between school and club.

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

Policies and procedures

The Club has clearly defined policies and procedures for relevant aspects of its service. The majority of policies are as Trust policies. Different policies are clearly marked as Care Club.

Key points of the main policies are included in this Handbook. Copies of the full policies are available at <http://www.tssmat.staffs.sch.uk/policies>

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.

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 meal times, collection, children's meetings), and introducing your child to the staff and other children.

See our Child Induction Policy for more details.

Arrivals and departures

KS1 children are escorted from their classrooms to the Club.

KS2 children make their own way to the hall.

A register is taken when children leave our care in the morning, and when they arrive after school.

Parents must sign children into Care Club when arriving before school, and out when collecting them after school.

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 5.30pm, if you are delayed for any reason please telephone the Club to let us know.

A late payment fee will be charged if you collect your child late, or after the Club has closed.

If your child is uncollected after 6pm 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.

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 the school, you still need to notify the Club, as the school does not automatically pass this information on.

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, please try to let the Play Leader 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.

Fees will still be charged for missed sessions for whatever reason.

If your child attends an after school club which is cancelled, and needs to attend care club, fees will be payable.

Safeguarding

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.

Food at the Club

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 and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. 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 children delivered in a calm, friendly setting,

At before school Care Club, the children are given a breakfast choice of cereal, toast, fruit and yoghurt between 7.30am – 8.10am.

At after school Care Club, the children are given a snack of fresh fruit and a drink on arrival and a light tea is served at 5:00pm.

Please see the Trust's Food Policy for more details.

It is the responsibility of the Parent/Carer to ensure that the Club is notified in writing of any allergies that their child suffers from.

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 available at <https://www.howard.staffs.sch.uk/parents/policies/behaviour-policies>

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 cooperative play and sharing;
- talking to children with the courtesy that we expect from them
- 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. 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 Aggressive 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 Play Leader of any infectious illness your child contracts. If your child has had sickness or diarrhoea they cannot attend the Club for 48 hours after the 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 a minor accident whilst in our care, you will be informed when you collect your child. If the accident is more serious, we will contact parents/carers, or those on the Emergency Contact list. For full details see our Illness and Accidents Policy.

Medication

Please let the Play Leader know if your child is taking prescribed medicine. We reserve the right to refuse a child if we feel they are too ill to attend.

Care Club will administer medication which is prescribed 3 times per day, if a child is accessing after school Club. It is the responsibility of the Parent/Carer to notify the Club and sign the necessary consent form.

The setting will not administer non-prescribed medication such as Calpol. See our Administering Medication Policy for more details.

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.

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.

Data Protection

Information held by TSSMAT Care Club regarding children will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.

Information will be stored, retained and destroyed in line with the Trust's Record Retention Policy.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, the Play leader, or any other member of staff. If you prefer to arrange a more convenient time for a meeting, please contact the Play Leader (contact details are at the back of this Handbook).

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 from link to [general policies](#).

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

The Howard Primary School Care Club The Square Elford B79 9DB	Ofsted Registration No: 142095 School Office: 01827 383292
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TERMS AND CONDITIONS

- All children attending Care Club must be registered beforehand and have received notification in writing confirming a place.
- Re-enrolment for September is required at the end of the summer term. Places will not roll over between academic years.
- Once a place has been accepted by a parent, fees are to be paid in full, in advance.
- Booking forms will not be accepted without initial payment.
- In order to retain a place at Care Club, fees must be paid **four weeks in advance**. (Payment for September must be made in July.)
- Fees are payable even if your child does not attend for any reason.
- Fees are payable in advance by Parent Pay, tax free child care, or childcare vouchers.
- We accept vouchers from the following schemes: Computershare, Edenred, Allsave, Busy Bees, Sodexo, Salary Exchange, You at work and Care-4. We are always happy to add others.
- All outstanding fees must be paid in full before further Clubs can be attended.
- Ad hoc sessions or on the day bookings are operated on a first come first served basis, and the Club reserves the right to refuse booking if places are not available.
- Sessions are not transferable.
- No refunds will be made for non- attendance unless this is as a result of school cancelling.
- Four weeks' notice must be given if you no longer require your place in Care Club.
- We do not charge for bank holidays and professional training days.
- Fees will be reviewed at least annually by the Board.
- Children accessing before school Care Club **must be** signed in by a parent/carer.
- Children being collected from after school Care Club **must be** signed out by a parent/carer.
- Children must be collected promptly at the end of their session.
- If a parent/carer will be late to collect their child, they must notify the school by telephone as soon as they know they are going to be late.
- A late collection charge will automatically be applied every 15 minutes if a child is late being collected.
- Where Care Club is not aware the child will be collected late, the Uncollected Child Policy will apply.
- Children will not be allowed to leave with any adult who is not named as a contact, or who is under 16 years of age.
- Parents/carers agree to abide by the Club's policies and procedures once their child is booked into Care Club.
- Parents/carers must read the Club Handbook and abide by all rules within it.
- It is the parents/carers responsibility to notify the Club, in writing, any change of work place, home address or contact person.
- Parents/carers must supply the Club with at least two emergency contact telephone numbers and it is the parent/carers responsibility to ensure these are kept up to date.

Child's name

Parent or carer's name

I consent for my child to attend Care Club. I have read and understood the Handbook, and the Terms and Conditions and I agree to abide by them.

Signature:

Date:

Care Club Sun Protection

Children love to play outside in the sun, but sunburn in childhood increases the risk of developing skin cancer in later life.

Care Club is concerned about protecting your child from sunburn and skin damage. Please provide a suitable hat, such as a legionnaire's hat or sunhat. On sunny days apply sunscreen to any exposed parts, and send sunscreen into school with your child.

With your consent we will guide your child to apply sunscreen when necessary. Please complete and return the consent form below.

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Permission to apply sunscreen

Child's name:

I am happy for my child to have sunscreen applied at Care Club.

I will provide a bottle of sunscreen labelled with my child's name for use at the Club.

Signed parent/carer): _____ Date: _____

Print name: _____

This consent will remain valid whilst your child is in the care of this Club.