@ The Palmer Academy

Parents' Handbook

Opening Times

Before-school Club: 7:45 -8:45am

After-school Club: 3:00 - 6:00pm

ABOUT THE CLUB

Go Beanies Play & Learn is registered with Ofsted (RP900601) and is located at The Palmer Academy. Our Setting Reference Number is EY2516018. The club is open for Before-school Club from 7:45 to 8:45 am and for after school club from 3:00 until 6:00pm weekdays, during term time (except INSET DAYS).

Your child can be dropped off at any time during before-school club but please note that we stop serving breakfast at 8:20am to allow time to clear up and get the children ready for school.

Aims

At Go Beanies we aim to provide fun ways for your children to play, learn new skills, make new friendships, and gain fresh experiences in a safe, positive, and encouraging 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 Outdoor Explorer, Active Kicks, Messy Science, Artistic Adventure, Play and Relax and Fun & Games. The club also provide the children with great development benefits that will help them academically and socially.

What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal (after-school club). We provide healthy snacks, including fresh fruit and vegetables. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is always available. 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. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table. At the before-school club, children have a choice of cereals, toast and bagels (with a choice of toppings); and a drink.

Staffing

Our Club is staffed by a team of Play Leaders. We aim is to provide a smooth transition between school and club.

All our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:10 for children under the age of eight, and a ratio of 1:15 for children over the age of 8.

Staff also have designated roles:

Irene Casey: Special Education Needs Co-ordinator; Equalities and Inclusion Co-ordinator, Health and Safety Officer

Roya Haidari: Senior Play Leader; First Aid Co-ordinator

Tianara Griffiths: Senior Play Leader; Fire Safety Officer, First Aid Co-ordinator

Irene Casey/Tianara Griffiths: EYFS Key Person, Child Protection Officer

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 management team (contact details are at the back of this Handbook).

Organisation

Go Beanies is run as a private business. We enjoy a close working relationship with the Palmer Academy 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 always consult.

TERMS AND CONDITIONS

Admission

Go Beanies is registered with Ofsted. Our registration number is RP900601. We provide care for children between the ages of 4 and 11, primarily serving the children of the Palmer Academy.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club.
2. Those requiring the greatest number of sessions/hours per week.
3. Children living in the area attending other schools.
4. Sibling of children who live in the area attending other schools.

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, except for 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 registration form 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 an automated process if you have selected the 'auto-renew' option when you initially registered. Otherwise, we cannot keep a place open for your child unless you complete a new booking form and places are subject to availability. Our current Frequently Asked Questions/Booking Terms and Conditions (see Appendix 1) hopefully answer most of your queries but please do not hesitate to contact our office if you require any further information or assistance.

Payment of fees

The current fee for the Before-school Club is **£6.00 (7:45am start) which includes breakfast** per child per day and **£16.00** for the Afterschool Club which includes a snack, tea and our many fun club activities. This is for our advanced booking option (the season pass with the booking made termly in advance). There is also an 'ad hoc/occasional user'

option. The before-school club is £7.50 and the after-school club is £18.50 with this option. 24 hours' notice is required, and places are subject to availability. Parents that pay via the Government's Tax-free Childcare Scheme are eligible for a 20% subsidy; and an 85% subsidy is available for eligible parents in receipt of Universal Credit. We will also apply an automatic 10% Sibling Discount to your booking if you have two or more children attending club (the discount is applied to your second child and is subject to a minimum of either 3 breakfast club or 3 after-school club sessions per week).

Fees are payable in advance by bank transfer, the Government's Tax-free Childcare Scheme or childcare vouchers with each booking option.

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.

We do not charge for bank holidays and INSET days.

Please ensure that fees are paid promptly by the published date on the booking form or annual statement provided at the start of term. There is a £25 administration charge for late payment. Non-payment by the scheduled date may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to Go Beanies management team.

Cancelling your place

You must give us two calendar months' notice of termination.

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 does 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 the Club Team know by THURSDAY at the latest. In cases of illness or emergency when notice cannot be given, please leave a message via our 'out of office' text messaging service as soon as you can. Contact details can be found at the end of this Handbook.

Induction

During your child's first session time will be set aside for an induction. The induction will include running through the Club's rules and routines (including snack times, collection, children's meetings), and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect children for the afternoon club from their classroom and escort them to the Club. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them providing your unique password as indicated on your registration form.

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. They will also be required to provide the unique password and a proof of ID.

See our **Arrivals and Departures Policy** for more details.

Go Beanies after-school club closes at 6.00pm. If, due to unforeseen circumstances you are going to be late please telephone the Club to let us know. If your child is not collected by 6.00pm, you will be subject to an immediate late collection fee of £10.00. An additional £10.00 will be charged for every fifteen minutes that passes up until collection to cover the costs of the staff who are legally required to supervise your child.

If your child remains uncollected by 6:30pm and the club has 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 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**.

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**.

GENERAL INFORMATION

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**, a copy of which is available to all parents and carers:

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 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, or because of special needs. We will try to be flexible 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 Senior Play Leader on duty 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 taken to always ensure the safety of the children, 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 Senior Play 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. Please note that on no account should children have prescribed or non-prescribed (‘over the counter’) medication on their person (including in their book bags) when attending the Club. Parents must hand-over all medication to a member of Go Beanies staff when dropping their children off at the Before-school club in accordance with our policies; and similarly parents must notify the School Office and Go Beanies Office to ensure that your child’s class teacher hands-over any medication to a Go Beanies Staff Member when attending after-school club so the medication can be stored in our safe and secure medicine cupboard.

Complaints procedure

Complaints are rare but when they do happen, we take it very seriously. Go Beanies will respond to any complaint within 24 hours and will give you a written outcome to the complaint within 72 hours. If for any reason the response time is going to be different, we will inform you of when you will be notified. Complaints should be made to the Senior Play Leader on duty in the first instance. Should you not be satisfied with the outcome, please contact the Director at Go Beanies Ltd, 1 Shooters Hill, Pangbourne, Berkshire, RG8 7DZ. If in the unlikely event, you are still not satisfied with the response, you may wish to contact the Ofsted Early Years Complaints Helpline on 0300 123 4666 or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

A full copy of our **Complaints Policy** is available on request.

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 always 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

Go Beanies Play & Learn (The Palmer Academy)
The Palmer Academy
70 Northumberland Avenue
Reading
RG2 7PP

Club mobile number: 07307869961 (Please leave a voice message if there is no reply. This phone number is an emergency number and will be in use only during club hours. For any other queries including bookings outside club hours please contact Go Beanies via the 'out of office' text messaging service)

Ofsted Registration No: RP900601 Setting Reference Number: EY2516018

Correspondence Address:

Go Beanies Limited
1 Shooters Hill
Pangbourne

RG8 7DZ

Tel: 01189841684 (operating hours: 9am to midday weekdays during term-time)

Email: info@gobeanies.org

Out of Office Text Messaging Service: Please text 07710566727.

Key Contacts:

Senior Play Leaders:	Tianara Griffiths; Roya Haidari
Office/Senior Manager:	Patrick Casey
EYFS/Child Protection/SEN:	Irene Casey

The Children's Single Point of Access (reporting concerns about a child)

Tel: 01189373641

Email: cspoa@brighterfuturesforchildren.org

Ofsted

Piccadilly Gate
Store Street
Manchester M1 2WD Tel: 0300 123 4666

APPENDIX 1 FAQs/Booking Terms & Conditions (see next page)

BOOKING & PAYMENT

After School and Breakfast Club bookings are generally made on an ongoing basis (our 'season pass'). Once a regular booking has been confirmed, your child will be booked in for the same day/s each week. If we have availability, sessions may be booked on an 'ad hoc' basis (our 'occasional user'), or for a limited period. If sessions are booked on an ongoing basis they are confirmed sessions. Payment for ongoing bookings must be made by the parent / guardian monthly, in advance, on the due date as published on the booking form.

Ad hoc sessions and sessions booked for a limited period are confirmed bookings and are not subject to change. Such bookings must be paid in advance at the point of booking.

PROGRAMME CHANGES

Arrangements and programmes are given in good faith. However, these may be subject to change for reasons of safety, unsuitable weather conditions or other factors which may arise beyond the control of Go Beanies. Under such circumstances, Go Beanies reserves the right to amend its services without refund or compensation to the customer.

PHOTOGRAPHY

From time to time Go Beanies may wish to take photographs of our club activities for marketing and promotional purposes. If you would like your child to not be included any photographs, please inform us prior to making your booking.

INSURANCE

All children in our care are covered by our public liability insurance

CHEQUES

There is a £5 charge should your cheque be presented at the bank and returned unpaid

CHILD PROTECTION

Go Beanies is committed to ensuring the safety and protection of the children in our care. We will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB)

LIABILITY

Go Beanies do not accept any liability for personal injury or the death of any participant unless caused by the proven negligence of Go Beanies or its employees. Go Beanies do not accept any liability for the loss or damage of any property belonging to participants. Go Beanies accept no responsibility for losses or additional expenses in the event of cancellation or change due to strikes, school closure, disasters, war or the threat of war, acts of terrorism, weather, illness or any event outside the control of the company.

BOOKING ALTERATIONS/LATE BOOKINGS

Alterations cannot be made to after school and breakfast club bookings. If fees have not been paid by the published due date on the booking form, Go Beanies reserves the right to charge a £25 administration charge for late payment

MEDICAL INFORMATION

Once a booking has been accepted, parents will be required to complete the club registration form which includes full disclosure of all medical information. A child may be excluded from certain activities, or if it felt necessary, excluded from Go Beanies if full information has not been provided. In such circumstances, no refund or credit will be paid. Go Beanies reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child.

CANCELLATIONS/REFUND POLICY

There will be no credits, cash refunds or alternative sessions for sessions booked but not used unless the cancellation request is due to child sickness/injury, which keeps the child away from the club for at least three consecutive sessions. Sickness/injury will need to be validated by a doctor's note. A credit note will be issued for the fourth, and any subsequent sessions that are missed due to the child sickness/injury.

Two calendar month's written notice is required to permanently cancel a termly booking made on an ongoing basis. This notice may be provided as an email, by letter or by asking the club manager to complete a cancellation form for you.

DATA PROTECTION

Go Beanies acts as a Data Controller for the purposes of the Data Protection Act 1998. The personal information requested on our booking form, medical form and signature form is required to enable Go Beanies to deliver its services. This information will not be passed on to any third party without your express permission. It is the parent or guardian's responsibility to update Go Beanies with any changes in personal information including home address, emergency contact telephone numbers and medical information. All personal data that you provide will be held and processed in accordance with the requirements of the 1998 Data Protection Act.

SOCIAL MEDIA

We respectfully ask that parents and staff do not discuss any Go Beanies related issues on Facebook, Twitter or other social network sites. Please be aware that these sites are often public, and information could innocently be placed in the wrong hands. We thank you for your cooperation with this. Please see our social media policy for more details

LOST PROPERTY

Go Beanies does not accept any responsibility for children's lost property. All lost property will be kept for a period of **four** weeks and if unclaimed, donated to charity. Please contact our office if your child has lost something at one of our clubs

LATE COLLECTION

Go Beanies reserve the right to charge a fee for late collection of any children beyond the allocated collection time. Late collection of your child will result in a late fee of £10.00 for every 15 minutes beyond the allocated collection time. Staff will follow the uncollected children policy as detailed in our policies and procedures.

EXCLUSION

Go Beanies reserve the right to refuse or exclude any individual, at any time prior to or during the delivery of childcare services if, in the opinion of Go Beanies, that individual is incompatible with the general wellbeing and safe running of the services.
In this instance, no refund will be given and any costs incurred, including any damage, will be passed onto the individual's parent or guardian. Parents/guardians will be responsible for the collection of the individual or for all transport costs in connection with that individual returning to their home address.

SAFEGUARDING

Go Beanies staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the safeguarding children's policy as detailed in our policies and procedures.

PRICES

All prices quoted are inclusive of activities and snacks. Prices are set in advance and Go Beanies will make every effort to ensure that the price quoted for any of our services is honoured. However, Go Beanies reserve the right to alter any price as required where additional unforeseen costs arise beyond the control of Go Beanies.

STAFFING

There is always a minimum of two adults on duty at our clubs at all times. The legal requirement for adult:children ratios is 1:30. However, we always endeavor to work to a ratio of 1:10 for children aged four to seven years and a maximum of 1:15 for our eight year olds and over.

COMPLAINTS

Complaints are rare but when they do happen we take it very seriously. Go Beanies will respond to any complaint within 24 hours and will give you a written outcome to the complaint within 72 hours. If for any reason the response time is going to be different we will inform you of when you will be notified. Complaints should be made to the Club Manager in the first instance. Should you not be satisfied with the outcome, please contact the Director at Go Beanies Ltd, 5a The Square, Pangbourne, Berkshire, RG8 7AG. If in the unlikely event, you are still not satisfied with the response, you may wish to contact the Ofsted Early Years Complaints Helpline on 0300 123 4666 or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

WAITING LIST

All bookings are accepted on a first come, first served basis. If we have a waiting list for a particular day, then the child's name and date they booked are added to the waiting list. When a space becomes available the person at the top of the list will be contacted first. If your child is on the waiting list, we will contact you regularly to let you know your position on the list.

POLICIES AND PROCEDURES

Go Beanies policies and procedures are available for viewing at our club venues. Copies will also be sent to parents on request.