

Eastwick Schools  
Breakfast  
&  
After School Club



Policies and Procedures 2016 -2017

## Welcome to Eastwick Out of Hours Clubs

### Mission Statement

We will provide out of hours care for children at Eastwick Schools and children attending other settings where their special educational needs make our setting a suitable environment. This will be in a safe, secure environment, offering activities to ensure relaxation and stimulation to promote children's well being and meet their individual needs.

### Opening hours

The Breakfast and After School Clubs are available for 38 weeks of the school year in line with Eastwick Schools term dates. Sessions start at 7.45am and finish at 8.45am for Breakfast Club (Breakfast is served until 8.15am so please ensure your child arrives in plenty of time). After School Club starts at 3pm and finishes at 5.30pm.

### Emergency Contact Number

Both Breakfast and After School Club have an emergency mobile number if you are unavoidably detained due to an emergency. It is not to be used for bookings or queries and will only be switched on during club hours.

The number is 07507 093505.

### EASTWICK OUT OF HOURS CLUBS POLICIES

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# 1

## Admissions

It is our intention to make our Breakfast and After-School Clubs genuinely accessible to children and families attending the Eastwick Schools. In order to accomplish this:

- We publicise the clubs to parents at open days and via newsletters. We also advertise our club provision with Surrey County Council, Early Years and Childcare Service.
- We follow our equal opportunities policy known.
- We are flexible about attendance patterns so as to accommodate the needs of individual children and families.
- We describe the group and its practices in terms which make it clear that we welcome parents and carers and people from all cultural, ethnic, religious and social groups, with and without disabilities.

**Age of Admission** - Children are admitted aged 4 to 11 years, depending on availability.

Due to demand for spaces and our increased capacity for attendance the following admissions criteria will be put in place for admissions from September 2016 onwards:

- **The admissions criteria that will apply to all applications, will be:**
  - Met the deadline set by the school.
  - Special circumstances (looked after children / exceptional arrangements).
  - Existing users (not ad-hoc).
  - Siblings new to the schools of existing users.
  - Other users on a first come, first served basis.
- **Procedure for existing Eastwick Pupils:**
  - At the end of Spring term (March/April annually) admissions letters will be sent home to all existing Eastwick pupils in year R to 5 to book places at the clubs for the following September.
  - Parents of existing Eastwick pupils, who will have other children joining the schools in September, will be given an opportunity at this stage to indicate their requirements for that child also but will receive their actual admission form at a later date (see below)
- **Procedure for pupils new to the Eastwick Schools:**
  - In line with school admissions (between April and mid May annually) admissions letters will be sent home to all new Eastwick pupils in year R, 3 and other year groups to book places at the clubs for the following September.

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## Equal Opportunities

The Clubs are committed to providing equality of opportunity for all children and families. We believe that no child, individual or family should be excluded from the club's activities on the grounds of age, gender, sexuality, class, family status, means, disability, colour, ethnic origin, culture, religion or belief. We aim to ensure that all who wish to work in the clubs have an equal chance to do so.

### Employment

The Clubs will appoint the best person for each job and will treat fairly all applicants for jobs.

No applicant will be rejected on the grounds previously stated. Commitment to the school's Opportunities Policy will form part of the job description for all workers. Staff, volunteers, parents and carers will have access to training, resources and advice provided by Surrey Early Years and other training opportunities.

### At Play

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunity to develop in an environment free from prejudice and discrimination. Opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

### Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

### Special Needs

The Clubs recognise the potentially wide range of special needs of children and families in its local community and will consider its contribution to meeting these needs.

### Discrimination, behaviour/remarks

These are unacceptable in either club. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

**3****Working in Partnership with Parents and Carers**

Parents are the first educators of their young children. The Breakfast and After School Clubs aim to support their essential work, not to supplant them.

In order to do this we:

- Ensure that all parents have opportunities to contribute their own skills, knowledge and interests to the activities of the clubs.
- Welcome the contributions of parents, whatever form these may take.
- Make all new parents aware of the club's systems and policies. These are to be found on the club's notice board.
- Ensure that all parents are fully informed of conferences, workshops and training, where appropriate, by displaying relevant information on the notice board or in a Newsletter.
- Provide opportunities for parents and carers to learn about the curriculum and available activities.
- Involve parents in the records kept on their child, either formally (using the 'All About Me forms') or informally.

**4****Staffing and Employment**

It is our policy to comply fully with the 'Out of School Care: Guidance to the National Standards' with regard to suitable persons and relevant levels of qualification to work with and to provide high standards of care for all children.

During each session there will be a member of staff on site qualified to NVQ level 3. In addition at least one member of staff holds a current first aid and food hygiene certificate.

We operate a 1:9 ratio, which ensures all age groups of children are fully supported with the recommended number of staff.

We work towards an equal opportunities policy, seeking to offer job opportunities equally to both men and women, with and without disabilities, from all religious, social, ethnic and cultural groups.

We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

Regular staff meetings provide opportunities for staff to undertake planning and to discuss the progress of the clubs and any difficulties.

Training is available to all staff, both paid and volunteer members, through Surrey Early Years and Childcare.

All staff are encouraged to attend up to 3 initial short courses and updates. These are Health and Safety, Child Protection and First Aid.

We support the work of our staff through appraisals, with regular communication between staff both informally and formally through team meetings.

**5****Settling In**

We want children to feel safe and happy in the clubs in the absence of their parents and carers, to recognise other adults as a source of authority, support and friendship.

Children find it difficult to play and learn successfully if they are anxious and unhappy. Our settling procedures aim to help children feel comfortable in the setting.

In order to accomplish this we encourage parents and carers to visit the clubs with their children before starting, so that the children can meet and familiarise themselves with the staff.

Children are encouraged to talk about things that interest them, likes and dislikes, so that where possible activities can be provided that will be appropriate and interesting to all children.

**6****Confidentiality**

The club's work with children and families will sometimes bring us into contact with confidential information.

To ensure that all those using, and working, in the clubs can do so with confidence, we respect confidentiality in the following ways;

- Parents will have ready access to files and records of their own children but will not have access to information about any other child.
- Staff will not discuss individual children, other than for the purpose of planning and club management, with people other than their parents and carers. All discussions will be held in an area where the conversation can be private.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the clubs except on a need to know basis.
- Information given by parents and carers to the setting will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.

Our primary commitment is to the safety and well-being of the child; all the undertakings above are subject to this commitment.

**7****Behaviour Management**

From time to time children may display unacceptable behaviour. This is a normal part of a child's development. With careful guidance we believe behaviour can be modified so that the child can realise his/her potential within the clubs.

Within the clubs the manager is responsible for resolving behaviour issues; please refer to our schedule of named representatives for details.

Within the clubs we aim to encourage socially acceptable behaviour by praise and example – i.e. treating children as we would wish to be treated.

We aim to encourage the development of the child's sense of right and wrong. By having adequate supervision and a variety of activities appropriate to the age and stage of development of the children we aim to foster positive behaviour.

Unacceptable behaviour will be discussed with the child at the time, in language that the child will understand. Adults will not shout or raise their voices in a threatening way.

If distraction and diversion is not successful the child will be asked to leave that activity for a short time and an alternative activity will be offered to the child. Time out with an adult to reassure the child often helps and will be available.

A consistent method of dealing with the individual needs of each child will be arrived at through discussion with parents, carers and staff. We may consider using the ABC approach which can be explained to parents and carers if required.

Bullying:

- If a child bullies, for example, persistently uses physical or verbal abuse, we will intervene to prevent harm to another child/children.
- We will explain to the child doing the bullying why his/her behaviour is inappropriate and give reassurance to the child/children who have been bullied.
- We will encourage the child who has done the bullying to say sorry for his/her actions and make sure praise is given when they display acceptable behaviour.
- We do not label children who bully.
- When an incident happens we discuss what has happened with their parents or carer and work out with them a plan for handling the child's behaviour in the future.
- Please see if the managers should you have any concerns regarding bullying.

**8****Special Educational Needs (SEN)**

Children with Special Educational Needs like all other children are admitted to the Clubs after consultation between parents/carers and staff. Admittance is also subject to agreement of funding for the 1:1 support from Surrey County Council and the availability of suitable staff to provide the additional support.

Once staff are aware of each individual child's needs, arrangements can be made to ensure continuity of care.

The premises has access for wheelchairs.

In order to ensure that provision is as effective as possible, we will take one child as a minimum requiring 1:1 support at Breakfast Club each session and two per session at After School Club. This is very flexible and the number of children with SEN can exceed this at any one session. We are an inclusive club and will review to ensure that all children's needs can be met.

**Staff Development and Liaising With Parents**

All staff are encouraged to attend SEN training arranged either by the Head of the Special Needs Centre at the Eastwick Schools or by Surrey Early Years

Close liaison with the parents/carers of SEN children is most important to us. We hope to foster this by;

- Providing regular verbal updates on the child's progress and the steps being taken.
- Ensure that all staff are aware of the individual child's needs.
- Offer support and strategies where appropriate.
- Actively encourage children with one to one support to join clubs.

Children with special educational needs will be included in activities, planning will be guided by the children within the group, for example, ensuring table top activities are in easy reach for children using wheel chairs or walking frames. Staff are competent in working with children with SEN and will ensure that they are able to take part in activities along side their peers. Staff will ensure all children are encouraged to grow in confidence and become independent young people.

**9****Complaints Procedure**

The following regulations now apply:

At times parents/carers may have concerns about the service provided; most of these can be resolved by talking to the parents/carer and taking appropriate and prompt action. However there may be occasions when parents/carers make a formal complaint about the service in writing or by e-mail. If the complaint relates to one or more of the National Standards it is now a mandatory requirement for the setting to investigate the complaint, taking any necessary action and inform parents/carers of the outcome of the findings within 28 day of receiving the complaint. All complaints must be recorded.

In the event of a formal complaint parents/carers will be provided with a copy of the complaints record on completion of the investigation, identifying any action taken. This will be done within 28 days of the complaint being received. All parents/carers will be provided with a copy of this information in the prospectus on joining the clubs.

Complaints will be recorded on the "Provider Complaints Record" sheet provided by Ofsted.

If you have any reason to complain about the service offered from the manager or any other members of staff and do not feel that your complaint has been satisfactorily dealt with, you are at liberty to contact Ofsted on the following number: 08456 40 40 40 . The address is as follows: Ofsted, NBU, 3<sup>rd</sup> Floor, Royal Ann Exchange Buildings, St Ann's Square, Manchester M2 7LA.

**10****Missing Child or No Show on Collection From School**

We operate the following procedures in the event of a child not arriving for Breakfast Club or not being at collection for After School Club.

Procedure for the start of the school day for children at Breakfast Club;

- Infant school children will line up and be escorted to their classrooms by a member of staff from Breakfast Club.
- Junior School children will line up and be escorted to the Junior School by a member of staff from Breakfast Club.

Procedure for arrival of children at the start of each After School Club session;

- Infant school children will be taken from their classes by a teaching assistant and escorted to the club.
- Junior school children will be collected from a year 3 classroom by a member of the After School Club staff; staff will call a register before leaving. They will ensure that all children are present before leaving to walk to the After School Club.

In the event that a child has not joined the group to go to the After School Club as was expected by the collector, the collecting person will go to the school office to check for any new instructions from parents.  
If no new instructions have been received the club manager will make contact with the parent/carer in case a non-attendance message has not been given to the school.  
If the child is expected at the club then they shall be deemed missing. As soon as it is identified that a child has gone missing, staff will follow the 'Missing Child Policy'. The Head, Deputy Head, Head of Centre or SENCO will be informed immediately and an initial search will be undertaken. If this initial search does not find the child, parents will be informed - this will take no longer than 5 minutes.  
The emergency services will be informed so that a full search can commence. A member of staff will remain in the area where the child should have been or was last seen, until the child is found or until instructed otherwise by the manager.  
If a child fails to arrive for Breakfast Club then a member of staff will ring parents/carers to check their whereabouts.

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## **Child Protection**

At the Clubs we aim to create an environment where children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. The interests and safety of each child is our prime concern and where there is a conflict of interests between the child and parents/carers, the welfare of the child is paramount.

The club managers are responsible for safeguarding the children whilst the clubs are open. All staff receive school safeguarding training.

### Staff Recruitment and Conduct

Candidates for a post within the clubs are informed of the need to carry out checks before posts can be offered. We abide by Ofsted requirements in respect of references and enhanced DBS (formerly CRB) checks for staff, to ensure that no disqualified or unfit person works in the clubs.

If a member of staff is accused of abuse, we would notify Ofsted. The member of staff would be suspended on full pay pending an enquiry. All complaints would be taken seriously and a full investigation made into the allegations.

If a member of staff develops concerns for a child whilst in our care or a child disclosed information to them, staff members will seek advice from their Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead and the manager. In the case of a disclosure the information would be written down clearly without interpretation or prejudice on behalf of the member of staff. In all cases of suspected abuse the information will remain confidential and will only be shared on a need to know basis. If there are still concerns these concerns should be referred to social services or the police. The child's parents/carers will be informed at this point of our concerns and actions. If we have concerns for a child's immediate safety, we will seek advice from Social Services before releasing the child to their parents/carers care.

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## **Health and Safety**

We believe that ensuring good health and safety for all children and adults is of paramount importance. We aim to minimise hazards and risks to make it a safe and healthy environment for children, parents/carers, staff and volunteers.

The managers and the Governors, who are responsible for the premises, lead in putting the health and safety policy in to practice.

### Risk Assessment

Our risk assessment process includes checking for hazards and risks inside, outside and in our activities and procedures. Our assessment covers adults and children. As a consequence of these assessments we decide which areas need attention and then develop an action plan, which specifies the funding required. Safety checks on the premises, both outside, and inside are made every day before the children arrive. A full risk assessment is carried out twice each year by the Health and Safety representative.

### Insurance Cover

We have public liability insurance and employer's liability insurance

### Children's Safety

- Only persons who have been checked for criminal records by an enhanced DBS (formerly CRB) disclosure and who are registered with Ofsted as child carers have unsupervised access to the children, including helping with toileting.
- All children are supervised by adults at all times.

- Children do not have unsupervised access to the kitchen area or any cupboards storing hazardous materials including matches. All dangerous materials including medicines and cleaning materials are stored out of the reach of children.

#### Fire Safety

The premises have been checked and passed by the Fire Safety Officer. In the event of a fire or emergency where the building must be evacuated each member of staff is aware of the procedure.

#### Good Hygiene

Good hygiene will be encouraged ensuring that children wash their hands before meals and after the toilet. We ensure that the environment is clean and tidy and that staff are aware of good health and safety practises.

#### First Aid

- At any one time at least one member of staff is on site with a current first aid certificate.
- There is a correctly stocked first aid box at all times.
- Our Accident Book is kept safe and accessible for the recording of accidents and incidents.

#### Prescribed Medication

All medication brought in to the Clubs must be clearly labelled with the child's name, dosage and any instructions. Parents will be required to fill in a permission form before any medication can be given. Copies of any medical treatment plans will be taken from the school office for use at the clubs. A record of any medication administered will be kept.

#### Illness

Our policy for the exclusion of ill or infectious children is discussed with parents. Parents are asked not to bring their child if they have been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack. If your child has been unwell during the out of school club hours then parents/carers will be called immediately and will be expected to come and collect them from the club.

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### **Late or Un-notified Collection Procedure and Policy**

If you are unable to collect your child/children at the agreed time, we ask that you contact a member of staff on the contact numbers provided as soon as possible so that alternative arrangements can be made.

If a child has not been collected and no message has been received regarding the collection of the child we will try all contact numbers given. As a last result we are required to inform Social Services.

In the case that another person will be collecting your child/ children please inform us as soon as possible. We will only release a child from our care if we are fully satisfied that the child is happy to go with the person and that they have shown appropriate identification.

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### **After School Club Operational Procedure**

The Infant School finishes at 3pm. The children are taken to the hall by a teaching assistant, together with any information for parents and carers.

Junior School children are collected from a year 3 classroom by a member of the After School staff.

Before leaving the Junior School grounds a register is taken. If the staff member is expecting a child to join the clubs and this child does not arrive, they will go into the school office to check whether the child has attended school that day, or if the child has been sent home sick. Parents should be contacted to check for uninformed changes. See 'Section 10 Missing Child or No Show on Collection from School'.

The children will be walked up to the Infant School building and into the hall following a risk assessed process.

The children at the After School Club are encouraged to wash hands and sit down for a snack and a drink during the session.

The After School Club staff actively encourage all children to be involved in the planning and choice of activities during the afternoon and the term.

Children should be collected on or before 5.30pm. See 'Late or Un-notified collection Procedure and Policy' for collection after hours. Parents/carers need to inform the Breakfast Club or After School Club if their child is going to a morning club or a booster group stating the days and times that they will be attending. This will ensure that the children can be delivered or collected on time.

## 15 Fee Structure, Payment and Administrative Procedures

### Fee Structure:

- Governors undertake a price review annually in Spring term with a price increase to take effect from September annually. For September 2016 the fee structure (to take account of increased National Insurance and Pension costs) will be:
  - **Breakfast Club £6.70 per session, per child.**
  - **After School Club £12.50 per session, per child.**
- Late Collection fee of £10.00 per child if collected after 5.30pm: late means 5.40pm and after.
- No discount for siblings.
- No reduction for later collection from school based activity clubs.
- If a firm booking has been made (either regular or ad-hoc) then no refund is available for non-attendance.

### Payment Terms:

- Fees are to be paid monthly in advance by the end of the first week of the previous month as per the following schedule:

Fees for the month of	Deadline for receipt of full payment	Fees for the month of	Deadline for receipt of full payment
September 2016	8 <sup>th</sup> July 2016	March 2017	3 <sup>rd</sup> February 2017
October 2016	19 <sup>th</sup> Sept 2016	April 2017	10 <sup>th</sup> March 2017
November 2016	7 <sup>th</sup> October 2016	May 2017	18 <sup>th</sup> April 2017 (due to Easter break)
December 2016	4 <sup>th</sup> November 2016	June 2017	5 <sup>th</sup> May 2017
January 2017	9 <sup>th</sup> December 2016	July 2017	9 <sup>th</sup> June 2017
February 2017	6 <sup>th</sup> January 2017	September 2017	7 <sup>th</sup> July 2017

- If payment is not received within this timescale then we reserve the right to cancel spaces.
- As part of the annual booking process you will be required to pay for September's fees during summer term to secure your booking. This is to ensure that our costs are covered and drop-out rates are reduced. Please note that the monthly fees required for September to be paid in summer term will not be reduced should you decrease your sessions.
- The Governors of the Eastwick schools operate a no-debt policy and therefore payment for clubs must be made in advance of the sessions being attended.
- The school reserves the right to cancel places if debts are accrued. Written notice will be issued to parents and from the dates quoted the school will no longer be responsible for childcare. If debts are not cleared promptly then the places will be offered to any parent on the waiting list. Upon clearance of the debt the childcare can restart subject to further available spaces. Continued occurrences of non-payment by an individual may result in the service being withdrawn from them completely.

### Non-Attendance:

- If a firm booking has been made (regular or ad-hoc) then no refund is available for non-attendance.
- Should school need to close the clubs then refunds will be made for those sessions e.g. due to severe weather conditions.

### Cancellation of sessions:

- One calendar months' notice is required of cancellation of spaces if they are no longer required during the academic year. This does not apply to the end of summer term as all users will be required to re-apply for spaces on an annual basis.
- Should a parent be swapping a session so that their overall sessions at either club remain the same, then the notice period will not apply. Swapping of places is subject to availability.

### Payment methods:

Fees can be paid using any of the methods detailed. Whilst the minimum payment term is monthly, we are happy to accept payments half-termly or termly if you would prefer. Any additional or one-off sessions must be paid for by the day of attendance:

- Tucasi School Cash Office – our online payment system.
- Cash/cheque via the school office in a sealed envelope stating the child's name and which club and sessions are being paid for. Cheques should be made payable to '**THPT t/a Eastwick Schools**'
- Via an employer's voucher scheme, the list of current providers we are registered with is below. Please note that parents using voucher payments must ensure that vouchers are sent in ahead of sessions and not in arrears in line with our payment terms.

The day to day administration of the club is looked after by our Finance team. . Please send all non-urgent emails regarding clubs to the dedicated email address [bfcasc@eastwickschools.net](mailto:bfcasc@eastwickschools.net). For urgent queries, please contact the school office.

## Childcare Voucher Schemes

We are currently registered with the following childcare schemes to accept payment for Breakfast club and After School club.

If your employer's scheme is not listed below, please contact the school office as we may be able to register our clubs with them to accept payment.

Allsave  
Apple childcare  
Busy Bees benefits  
Care-4  
Childcare Plus  
Choose You At Work  
Computershare  
Co-Operative Childcare  
Corporate Childcare Solutions  
Edenred  
ESPA  
Fair Care  
Fideliti  
Kiddivouchers/Wider Plan Ltd  
Kids Unlimited  
My Family Care  
RG Childcare  
Salary Exchange  
Sodexo

## 16 Activity Plans for the Coming Year

All planning is in consultation with the children; we plan activities to reflect the children interests and ideas such as:

Spring term	Summer term	Autumn term
Chinese New Year Pancake day Easter crafts and gift making. Cultural celebrations	Holidays Sporting activities Cultural celebrations	Harvest Bonfire night Christmas Cultural celebrations

We cater for a wide age group and abilities. All children have individual interests and as a team we try to ensure that they are met to the best of our abilities. We have a range of games and toys to suit all ages, plus access to a well-resourced school and large outdoor space.

### Equipment and activities available to the children includes:

Board games  
Cooking  
Sewing  
Sports  
Computer games  
Support with homework  
Role-play including: dressing up, home corner, kitchen and puppets etc.  
Books and story telling.  
Music dancing and karaoke.  
Craft  
Gift making  
Plus painting, drawing, junk modelling and construction.