

Welcome to Hebble Harlequins @ Gail & Jason's

We hope that your child will enjoy attending the club and that the information contained in this booklet will answer any queries you may have.

We would ask that you read this booklet very carefully as it contains many of the terms and conditions for those using the club. Adherence to these is essential if the club is to continue to operate smoothly.

Hebble Harlequins @ Gail & Jason's is a Limited company owned and managed by Gail Broadbent and Jason Spencer.

Our ethos is to provide an out of school service, which is a safe and caring environment within which all children who attend can relax, develop and learn as they play and have fun.

The information in the booklet is under the following headings:

- Staff
- Ofsted
- Key Persons system
- Registration
- Fees
- Attendance at the club
- Holiday club
- Cancellations
- Delivery to and collection from school
- Collection from the club
- Wrap around care
- Uncollected children policy
- Policies and Procedures
- Complaints procedure

KEY STAFF

Role	Staff Member	Qualifications and experience
Owner & Manager	Gail Broadbent	Early Years Foundation Degree to complete 2013 NVQ 4 in child care/management NNEB NVQ3 in Play work and progression award Child protection First aid Food safety
Owner & Manager	Jason Spencer	NVQ 3 to complete 2012 NVQ 2 in Play work Child protection First aid Food Safety
Deputy Play worker Works Wednesday and Thursday	Julie Dean	NNEB NVQ 3 in Play work Child protection First aid Food safety
Deputy Play worker Full time	Chloe Byrnes	NVQ 3 in Play work NVQ 2 in Play work Foundation in Play work Child protection First aid Food safety
Play worker	Gary Dow	Teacher training Child protection
Play worker	Sarah Johnson	NVQ 3 in Children's Care Learning and Development

All staff working at Hebble Harlequins @ Gail & Jason's will have a full CRB check and attend regular training courses.

OFSTED

Hebble Harlequins @ Gail & Jason's is registered with Ofsted
You can contact Ofsted on 0300 123 1231 or enquiries@ofsted.gov.uk.

Our Ofsted registration number is EY431332

We work in line with the Early Years Foundation Stage (EYFS) and the welfare requirements, of which there are five. You are welcome to have a look at the EYFS at any time.

We also work to the 5 outcomes which are:

- Be Healthy
- Stay Safe
- Enjoy & Achieve
- Make a Positive Contribution
- Develop skills for the future

KEY PERSON SYSTEM

Hebble Harlequins @ Gail & Jason's operates a key person system in line with the EYFS. This means that a nominated member of the staff team will have special responsibility for your child.

Staff will observe children during play and take note of their achievements and interests. These will be recorded along with photographs in the child's learning journey. Children are encouraged to contribute to this learning journey.

Staff also maintain a two way flow of information with the class teachers.

REGISTRATION

Parents wishing to use the club must register their child and will be asked to complete and sign a registration form for each child in the family.

A registration fee of £20 per family will be charged and this must be paid before the child's first session at the club. This is an annual fee and is charged for every school year from 1st September up to 31st August.

Included in the registration form is a declaration that parents agree to abide by the terms and conditions of the club.

Registration forms are updated annually. If any of the child's details change during the interim period the club must be updated.

PAYMENT OF FEES

The club fees are currently:

Session	Times	Price
MORNING	7:00am - 9:00am	£3.50 per child or £5.50 for two children in the same family
AFTERNOON	3:15pm - 6:00pm	£8 each
HOLIDAYS Half sessions	9:00am - 3:30pm	£15 per child
HOLIDAYS Full session	7:00am-6:00pm	£25 per day There is a charge of £7 for trips. On occasions this may increase depending on the trip.
WRAP AROUND Pre-school children	7:00am-9:30am	£4.50 per child
	2:30pm-6:00pm	£10.50 per child

Fees must be paid

- Monthly, half term or full term in advance.
- Weekly in advance
- Vouchers in advance (please quote your child's name as a reference)

A payment plan will be agreed on completion of registration form.

Payment can be made by cash, direct debit, vouchers or cheque. Please make cheques payable to Hebble Harlequins Limited.

All bookings must be paid for whether or not your child attends.

Bank details

Lloyds TSB

Hebble Harlequins Limited

Sort code 30-93-76

Account number 45375060

(Please quote your child's name as a reference)

ATTENDANCE

Gail or Jason must know in advance when your child will be attending the club. We can take up to a maximum of 50 children.

Bookings can be made via a booking form, at the club or alternatively by telephone.

- Gail **07772 933851**
- Jason **07766 831194**

Children can attend the breakfast club without making a prior booking, though we do advise bookings as we have limited places.

Bookings can be made for the after school club for whatever suits your circumstances, subject to availability, e.g. you can make a block booking for every evening or every Tuesday etc.

Alternatively, you can make occasional bookings, e.g. if other childcare arrangements break down.

If the places available are oversubscribed allocation will be based upon the admissions policy.

All bookings must be paid for whether or not your child attends.

Hebble Harlequins @ Gail and Jason's will collect children from after school activities, but we must be made aware of your child's activity in advance.

THE HOLIDAY CLUB

The Holiday Club will only run if there is enough demand and there is sufficient income to cover the running costs. A decision is made as soon as possible after the deadline date in order to let people make alternative arrangements if necessary.

Bookings for the holiday club must be made in advance on the appropriate form. This must be handed in before the deadline date.

Your child is required to bring a packed lunch every day they attend the holiday club.

Breakfast is served before 9.00am and a snack is offered after 4.00pm.

CANCELLATIONS

You **MUST** notify Gail or Jason in advance if your child is not going to attend the club so that the staff are not spending time looking for your child unnecessarily. We would appreciate as much notice as possible.

If you no longer require a place at the club you are required to give 4 weeks' notice. This period must be paid for.

DELIVERY TO SCHOOL

Children who attend the breakfast club will be taken to school from the club at 8:40am.

All children will be provided with a high visibility jacket to wear.

The staff at the club will ensure all children go into school safely and will pass messages on to teachers as required.

The reception children will be taken into their classroom or handed over to the reception teacher.

COLLECTION FROM SCHOOL

Children attending the after school club will be collected from school.

Children in reception and year 1 or new to the Club will be collected from their classroom and escorted to the designated meeting point in the main play ground where the older children and regular attendees know to meet.

A register is then taken and each child will be provided with a high visibility jacket to wear. All children will then be taken to the club together.

Hebble Harlequins @ Gail & Jason's will collect children from after school activities, but we must be made aware of your child's activity in advance.

COLLECTION FROM THE CLUB

All children must be collected from the club by 6pm at the latest by one of the people named on the registration form.

Anyone collecting a child after 6pm, for whatever reason, will be charged a fee of £20 for every 15 minutes late. In the event of a dispute, the clock at the Club will be used.

You should make sure that either Gail or Jason knows who will be collecting your child from the club each day, as children will only be allowed to leave with a person named on the registration form.

You should inform your child that they must only leave the premises when accompanied by a person named on the registration form or a member of staff.

Should the person collecting your child encounter any unforeseen circumstances or delay, they should try to contact Gail or Jason as soon as possible to enable alternative collecting arrangements to be made.

WRAP AROUND CARE

On a Monday, Wednesday and Friday we offer wrap around care for children attending All Saints Pre-School. Children will be in the care of Hebble Harlequins @ Gail & Jason's until pre-school hours.

UNCOLLECTED CHILDREN

If children are not collected by the end of the session and no communication has been received by or on behalf of the parent/carer then:

- Two members of staff will remain at the club with the child and reassure them.
- A member of staff will try all emergency numbers in the appropriate order.
- If after one hour no contact has been made with the parent/carer and all reasonable avenues to reach them have been tried by staff and the child is still uncollected, then the police and social services are to be contacted and the child passed into their care.
- Emergency contact numbers are collected once a year on the registration forms and parents/carers are asked to inform the club immediately if any contact details change.

HEBBLE HARLEQUINS @ GAIL & JASON'S POLICIES AND PROCEDURES

All policies and procedures are available on request.

LIST

Additional/special needs policy
Administering medication procedure
Admissions policy
Arrivals and departures
Behaviour management policy
Cleaning procedure
Closing
Communication policy
Complaints procedure
Confidentiality policy
Dealing with racial harassment
Documentation and information
Equal opportunities
Fees
Fire and evacuation procedure
First aid policy
Food and hygiene policies and procedures
Health and safety
Infectious and communicable diseases
Involving and consulting children
Key person system
Observations
Operational plan
Outdoor play procedure
Outings
Procedure for new staff
Registration fees
Risk assessment
Safeguarding
Security policy
Settling in
Smoking policy
Snack policy
Staff
Staff uniform policy
Student and volunteer policy
Sun protection procedure
Suspensions and exclusions
Transition procedure
Uncollected children policy and procedure
Whistle blowing procedure
Working with parents policies and procedures

COMPLAINTS PROCEDURE

We aim to provide the highest quality of care for all our children. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our Club at any time. If however there are times when parents/carers feel dissatisfied or unfairly treated the procedure is detailed below:

- Any parent/carer who is concerned about any aspect of the Club's service should first of all talk over any worries and anxieties with either Gail or Jason.
- If this does not have a satisfactory outcome within seven days, or if the problem reoccurs, the parent should put the details in writing to either Gail or Jason. Full details of the complaint along with relevant names dates etc should be included.
- Gail or Jason will acknowledge the complaint and fully investigate the matter within 14 days. If for any reason there is a delay we will keep the parent up to date. Following the investigation we will issue a full reply.
- The response issued will be copied to any staff member involved, with recommendations for any action to be taken.

Most complaints should be resolved informally or at this initial stage. If the parent/carer is not satisfied with the outcome, they will be advised to report the complaint to Ofsted.

The Role of the Registering Authority

In some circumstances, it will be necessary to bring in the registering authority, Ofsted, who have a duty to ensure laid down requirements are adhered to. They would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both the parents and the Club would be informed and the Coordinator would work with the authority to ensure a proper investigation of the complaint and appropriate follow up action.

The Ofsted complaints helpline is 0300 123 1231 and their website address is www.ofsted.gov.uk. Alternatively write to:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

We believe that it is the best interests of both the Club and parents that complaints should be taken seriously and dealt with in a fair and objective manner.

A record of all complaints against Hebble Harlequins @ Gail & Jason's and/or the children and/or the staff at the club is kept, including the date, the circumstances of the complaint and how it was managed. All complaints are accessible to all staff and parents via Gail or Jason.