

Hyland House

After-School Club

Holcombe road Tottenham

N179AD

Telephone no: 07947746884

Information handbook



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AFTER SCHOOL CARE

After school care provides children with:

- ❖ A safe, fun place to be at the end of the school day
- ❖ Somewhere to be themselves and be accepted for who they are
- ❖ Opportunities to participate in a variety of different play activities
- ❖ High levels of care enabling them to gain confidence and learn new skills
- ❖ The change to mix and make friends with children of different ages
- ❖ The opportunity to build relationships with adults other than their parents and teachers
- ❖ A snack

For parents, after school care means:

- ❖ Opportunities to go out to work or seek employment

- ❖ Added support in times of stress
 - ❖ Time to go to college or pursue other activities to enhance their own personal development
- The children are cared for from the end of school until they are collected

Whilst at the club the children are given a light snack and are free to participate, under the supervision of the staff, in a range of free play and structured activities.

DAILY CARE OF CHILDREN

The programme is child centred with the care and well-being of the children paramount. All activities are planned with regard to the safety and development needs of the children and staff will try to play co-operatively and be involved in making decisions about the activity programme.

In order to ensure a consistent and complementary approach to the child's day at school, the club is run bearing in mind the ethos and policies of the respective schools as laid in their school brochures.

Snack time

Children are expected to sit with the rest of their group during snack time. They are encouraged to eat and drink what is provided but are never forced to do so. If your child is allergic to, doesn't like or is forbidden to eat certain foods, please put this information on the application form so that staff can meet your child's dietary needs.

We try to provide a healthy and nutritious variety of snacks that can be eaten by all children. However, if your child is on a very restricted diet you may prefer to provide food and drink for them.

Club rules

The aim of the club is to create an informal and friendly atmosphere, so rules are kept to a minimum and are only those necessary to ensure the club runs smoothly, for example safety, consideration for others, care of premises and equipment. The current rules are carefully explained and reinforced to the children on a regular basis.

Sweets and toys

As a general rule we would prefer it if children did not bring their own sweets or toys to the club, unless the club staffs have asked them to or children have asked in advance. Sweets and cakes, to be shared with all children, can be brought in for birthdays.

EXPECTED BEHAVIOUR AT THE CLUB

We encourage parents to work with us in our efforts to maintain an atmosphere in the club of harmony and respect for all. You can do this by making sure that your child is aware of what the staff expects of them and why good behaviour is important.

Good behaviour is encouraged through praise and appreciation of your child's achievements. Inappropriate or unacceptable behaviour will be dealt with immediately. The staff will try to administer discipline that is firm, fair and appropriate to what the child has done wrong:

- ❖ For minor incidents children will be spoken to and asked to apologise, to sit out of a game, etc
- ❖ If a child is repeatedly disruptive, or does something of a more serious nature, then the Club Leader will inform the person collecting the child that evening
- ❖ If your child continues to be disruptive then the Club Leader will complete an incident form that you must read and sign, giving full details and asking for your support in the matter. If you do not normally collect your child from the club then you will be asked to come in and meet with the Club Leader to discuss the best possible action for your child
- ❖ Children who are continually disruptive may be asked to leave the club for a 'cooling off' period
- ❖ Continual or extremely bad behaviour will result in your child being excluded from the club.

Anti-bullying

Bullying is not tolerated and is dealt with very firmly. Name calling, discriminating and excluding behaviour as well as physical harming are all forms of bullying and are unacceptable. Children are encouraged to show consideration and care for others and to report any bullying to club staff. Bullying is treated as a serious offence and the circumstances are discussed with both the parents of the bully and of the child being bullied. When bullying occurs the child carrying out the bullying is spoken to about their behaviour and asked to apologise to the victim. In all cases, sensitivity is shown and appropriate support given to the child suffering from bullying.

ACTIVITIES AND STAFF

Range of activities

We aim to provide an environment where children can relax after a busy day at school. On most days the club is set up and the programme designed so that children can pick and choose the activities they wish to do. Toys and equipment have been chosen and activities planned bearing in mind the ages, skills and interests of the children.

Children are given the opportunity to play actively with friends or sit quietly and read or do their homework. Staff also understands the importance of being available to listen to a child who wants to talk about their day.

The activity programme usually includes a combination of free play and structured activities led by the staff. The weekly activity programme is displayed at the club.

Staffing

The Club Leader and a team of Play workers run the club on a day-to-day basis.

Volunteers and trainees

In addition to the staff there are often volunteers and childcare students on placement who help at the club. All volunteers are given basic training and are supervised by club staff.

Disclosure of criminal background checks and references

All staff and volunteers undergo disclosure of criminal background checks. References are taken up on all staff and volunteers.

IMPORTANT INFORMATION

Medical conditions

If your child has any medical conditions please make sure you include this information on the application form. Once your child has started at the club, if new conditions or needs occur it is important that you let the Club Leader know.

Administering medicines

Club staff are not permitted to administer any prescribed or over the counter medicines, either orally or topically to your child without your written permission.

Inhalers

If your child has an inhaler for asthma or any other conditions the inhaler must be given to a designated member of staff. It will be kept in a safe place accessible to all staff. Children under eight years of age must not be responsible for their own inhalers.

Special needs

Children with special needs have the right to be included and for their needs to be met. These needs are most likely to be met when the Club Leader and other staff are aware of and understand the individual needs of your children. Please ensure that you include any relevant information on your application form and inform the Club Leader of any changes in circumstances.

Personal circumstances

In order to help staff give appropriate and sensitive care to your child, please let the Club Leader know if there are any changes in your personal circumstances that are likely to have an effect on your child. It would also be helpful if you informed staff of any problems or particular areas of concern you have regarding your child's behaviour.

Record keeping

Information concerning your child/children will be recorded in:

- ❖ The incident/accident forms.
- ❖ Good/bad behaviour records.

INFORMATION YOU NEED TO KNOW

Dealing with accidents

All accidents and injuries are recorded in the club's accident book.

If your child has a minor accident the person collecting will be told and asked to sign the accident book. In the event of accidents or illness needing medical attention, club staff will make every effort to contact you.

Child protection

All staff and volunteers are made aware of the importance of child protection. If staff feel there are reasons for concern about child's welfare, these concerns will normally be discussed with the parent. If the cause for concern continues than the Club Leader will discuss the matter with the child protection officer.

Confidentiality

All information contained in your child's records is treated confidentially and the right to privacy for you and your child is respected. In the extreme situations such as child protection or the need for urgent medical treatment, in the best interests of your child, we may decide it is necessary to share personal details with other professionals such as teachers, social workers or medical staff.

Collection of your child

Children are signed in and out at the beginning and end of each session. They will only be allowed to leave with you or the people you have named on the application form, which must be over the age of 16.

PARENTAL INVOLVEMENT

We believe that as parents and carers you have a key role to play in the success of the club. You are always welcome to visit, help with and take part in activities.

We are always happy to discuss your child's needs with you. However, if you wish to have a long or confidential conversation please arrange an appointment with Club Leader.

We would very much like to encourage parents to become involved with the After School Club.

Your concerns

We try to review all aspects of our work on a regular and ongoing basis. However, from time to time you or your child may feel that you have a concern about some aspect of the club or about an individual member of staff.

It is usually possible to resolve any problems as they occur, by discussing them with Club Leader or club manager.

NOTIFICATION OF CHANGES OF SESSIONS

If your child will not be attending the club that afternoon please contact the Club Leader by leaving a message on the mobile before 3.00 pm.

Sickness

In the event that your child cannot attend the club through ill-health, you must continue to pay fees, to secure your child's place. In the event of long-term illness, Hyland House ASC will not charge fees for such absences, subject to the provision of a medical certificate.

Short holidays

If you plan to take your child out of the club for one or more weeks, during term-time, for example for a family holiday, please give Club Leader at least two weeks' written notice. Your child's sessions during this time will have to be paid for in advance in order to retain their place.

Permanent change of attendance days

If you plan to permanently change the days that your child attends the After School Club please ask the Club Leader for a change of attendance form which has to be filled in and returned to the Club Leader.

Temporary change of attendance days

In cases of emergency your child can attend the After School Club for a session that they would not normally attend, if there is space on that day.

You will need to contact the Club Leader as early as possible on the day to request this. Please note that the Club Leader will only take the child to the After School Club on a day requested or prearranged by a parent or carer.

Notice Period

Parents are required to give at least one full week's notice; from the first day that their child is due to leave. You are liable for fees for this period, regardless of attendance.

LATE COLLECTION OF CHILDREN

It is important to club and school staff that you collect your child by the time stated at the club.

If for any reason you are unable to do this you should arrange for one of the people named on the application form to collect your child.

If you are unable to arrange alternative collection then you should phone the club staff at least 15 minutes before the pick up time and inform them that you are going to be late and the approximate time of your arrival. Failure to pick up the child on time will result in additional late collection fees being charged for every 10 minutes following pick up time.

Late collection procedure

If a child is not collected at the end of the session the following procedure is implemented.

At closing time, if you or your nominated person has not contacted the staff to tell them you are going to be late, a member of staff will try to reach one of the emergency contacts on the child's form and arrange for them to collect the child.

We will continue trying to contact the emergency numbers up to 7 pm, at which time we will have no alternative but to contact Social services. Please help us to avoid this happening. It is very stressful to both the child and the staff member if the child has to be handed over to someone they do not know a situation we hope to avoid at all costs.

Late collection fee

Hyland House ASC reserves the right to charge parents or carers for any costs incurred due to their failure to collect their child at the correct time. A note of our late collection charges is displayed at the club.

Failure to pay these additional fees may result in your child's place at the club being terminated.

Recurring lateness

Whilst Hyland House ASC understands that occasional late collection is unavoidable, we reserve the right to terminate your child's place after three formal warnings.

PAYMENT OF FEES

Fee agreement

When you complete an application form for a place at the ASC for your child, you will be required to indicate the days of the week on which your child will attend. The total fee which you pay will be dependent on this. The days you enter on the application form will ensure that a spot is reserved for your child. If your child is absent or unable to attend on any reason, there will still be a fee charged for that day or days.

Payment of fees

Other than as stated elsewhere in this handbook fees are payable for all days registered, regardless of attendance. Fees are payable strictly in advance. There is no exception to this rule.

This means that you must ensure that any fees are paid on the first day of attendance, or in advance. Fees can be paid three ways:

- By cash, payable to the Club Leader directly.
- By cheque, made payable to Hyland House ASC, to the Club Leader directly.

A receipt will be given to you for all payments made to the Club Leader. Please retain this in the event that you have a query regarding payment.

Non-payment of fees

If you fall into arrears then the following action will be taken:

Two days in arrears: You will be given a written reminder stating the amount due and when it needs to be paid by. Failure to do this will result in your child's place being withdrawn.

Four days in arrears: if you have not responded to the reminder by the time given you will receive a letter terminating your child's place with immediate effect.

If you have any difficulties paying your fees please discuss them immediately with your Club leader.

EVENTS THAT CAN AFFECT THE AGREED FEES DUE

Permanent changes of days

If you need to change the days of your child's sessions, please complete a change of attendance form available from the Club Leader, complete and return it. This must be filled in before your child's session can change.

School holidays and other non-school days

Parents will not be charged for any school holidays, teacher training inset days or any days when the school is closed, for example through industrial action or insufficient heating. Fees are payable for absences due to organised school outings.

POSSIBLE FORMS OF FINANCIAL HELP

Working families' Tax Credit

Parents who meet the criteria set to qualify for Working Families' Tax Credit may receive help towards the cost of childcare. Phone 0845 300 3900 or www.inlandrevenue.gov.uk for more information.

Colleges

Some colleges help towards childcare costs, and information is usually available from the student services office. We are always happy to assist you by confirming attendance and payment of fees.

Social services

If you or your child fulfils the Children Act 1989 in need criteria then financial help may be available from Social Services. If you already have a social worker then they should be able to help you with this. If not then contact your local Social Services office and ask to speak to the person responsible for helping children and families in need.

HYLAND HOUSE AFTER SCHOOL CLUB FEES

Drop in

3:15 – 4:30

FEE £6.50

£26 PER WEEK

AFTER SCHOOL CLUB

3:15 – 6:00

FEE £10.50

£42 PER WEEK

LATE COLLECTION FEE

£6 – FOR EVERY 10 MINS

