



# The Clubhouse

Parents' Handbook

## **ABOUT THE CLUB**

The Clubhouse is registered with Ofsted (Registration No EY492337), and is based in Stockbridge Primary School. The club is open from 3:15pm until 6.00pm weekdays, during term time. We are based on the Library and School hall with use of the outdoor space at the school.

You can download our last inspection report here: <https://reports.ofsted.gov.uk/provider/16/EY492337>

### **Aims**

At The Clubhouse 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 be a diverse offer of varied and interesting adult-led activities including construction, sport, cookery, music, art and craft and many more. In addition, there will always be a selection of other activities and resources available, including dressing up, craft, jigsaws, board games, construction and reading.

### **What we provide**

We provide a healthy snack and an evening meal, 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. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### **Staffing**

Our Club is staffed by a Supervisor and playworkers. We aim 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. We maintain a staff/child ratio of 1:10 although this is always done in relation to the specific children attending.

Staff also have designated roles:

General Manager - Child Protection Officer, Equal Opportunities Coordinator, Data Protection Lead

Supervisor - Special Education Needs Co-ordinator, Health and Safety Officer, Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person

Playworkers - EYFS Key Person

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

### **Organisation**

The Clubhouse is run as a private business, employing up to 5 staff. We enjoy a close working relationship with Stockbridge Primary School in order 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 consult at all times.

# TERMS AND CONDITIONS

## Admission

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 General 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, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admissions and Fees Policy**.

We require a completed set of registration forms 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 required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

## Payment of fees

The current fees are **£12.30** per child per session, with a session being any time from 3:15-6pm. The price per child for an hour under the flexible hourly rate is **£4.65**. Fees are payable in advance by bank transfer or childcare vouchers if possible; cash can also be accepted. To pay by vouchers, please speak to the General Manager. A third sibling discount is offered - please speak to the General Manager for details.

The price per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

## Changes to days and cancelling your place

You must give us one month's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

## 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 Manager know by THURSDAY at the latest. 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.

## Induction

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.

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 from their classrooms 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.

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.

If you have booked on a flexible hourly rate and are late to collect your child, you will be charged for any additional time used at the standard rate.

The club finishes at 6:00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5 per 15 mins will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6:30pm 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.

## 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 distributed 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 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 Manager 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 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 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 Manager 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.

## Complaints procedure

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 Supervisor, or any other member of staff.

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 on request.

## Privacy Notice

At The Clubhouse we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone and email, so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (e.g. to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

## 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 Clubhouse  
Stockbridge Primary School  
Old London Road  
Stockbridge  
SO20 6EJ

**Club mobile number: 07982 032808**

**Ofsted Registration No: REY492337**

### **Correspondence Address:**

Tickle Trout Cottage  
Houghton Road  
Stockbridge  
SO20 6LE

Tel (General Manager): 07557 916359

Stockbridge Primary School: 01264 810550

### **Club Staff**

General Manager: Miriam White

Supervisor: Cat Burnand

Playworkers: Alana Hollister

Kirsty Flack

### **Early Years and Childcare Service**

Services for Young Children  
The Wedge,  
London Road,  
Andover,  
SP10 2PS

Tel. 01264 387443

### **Ofsted**

Piccadilly Gate  
Store Street  
Manchester M1 2WD

Tel: 0300 123 1231



# **The Clubhouse**

## **Behaviour Management Policy**

The Clubhouse uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at The Clubhouse we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club.

### **Encouraging positive behaviour**

At The Clubhouse positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards or use of the reward tree
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### **Dealing with inappropriate behaviour**

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- Behaviour will follow the 'ladder' procedure as used by the school.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents and the school to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

### **Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a

member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

Signed General Manager:	<i>Miriam White</i>
Policies to be reviewed: November 2019	Date updated: November 2018

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53]*.

# The Clubhouse

## Complaints Policy

At The Clubhouse we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The Supervisor will generally be responsible for dealing with complaints. If the complaint is about the Supervisor, the General Manager or another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Report** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity:

- The Supervisor will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Supervisor, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the General Manager. The General Manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, Miriam White (General Manager) who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**.

### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about The Clubhouse at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

Signed General Manager	<i>Miriam White</i>
Policies to be reviewed: November 2019	Date updated: November 2018

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints* [3].

# **The Clubhouse**

## **Admissions and Fees Policy**

The Clubhouse is registered with Ofsted; our registration number is EY492337. We provide care for children between the ages of 4 and 11, primarily serving the children of Stockbridge Primary School.

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 of Stockbridge Primary School
4. Children living in the area attending other schools
5. Siblings of children who live in the area attending other schools

Places are not confirmed until paid for.

### **Registration**

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form, outing permission form, sun cream form
- **Behaviour Management** policy
- **Complaints** policy
- **Club Handbook**

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

### **Booking procedure**

Parents must complete the necessary paperwork, i.e. contract, registration, medical, privacy notice, booking, outing, sun cream and photo permission forms, before their children can attend the club.

### **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

### **Temporary booking:**

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

### **Fee structure**

Fees are charged as follows:

Up to 30 mins	£3.10
45 mins	£3.60
1 hr	£4.65
1 hr 15 mins	£5.80
1 hr 30 mins	£6.95
1 hr 45 mins	£8.10
Full session	£12.30

If staying beyond 5pm, rate will be charged as if staying till 6pm

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit. We are also registered to accept childcare vouchers and with the Tax-Free Childcare scheme.

- Fees are payable half termly in advance unless otherwise agreed with the General Manager.
- Fees can be paid by electronic transfer, childcare vouchers or direct debit
- There is a charge of £5 per 15 mins for collection after closing time, which will be added to the next invoice.
- If booking on the hourly rate, all time used will be charged.
- Fees are charged for booked sessions whether the child attends or not
- We offer a 50% discount for third siblings

## Payment of fees

Fees are reviewed annually. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the General Manager at the earliest opportunity. Any queries regarding fees should be directed to the General Manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

Signed General Manager:	Miriam White
Policies to be reviewed: November 2019	Date updated: Nov 2018

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68-3.75]*