

Tithe Farm Primary School



Parent and Carer Handbook

We have designed our extended care setting with the needs of children at the heart of all we do. We aim to make a place where children love to be and can't wait to return to!

ABOUT THE CLUB

Our Setting & Admission

Our Club aims to be accessible to children and families attending or working at Tithes Farm Primary School and, if places allow, for families within our local community. The setting is managed as part of Tithes Farm Primary School (DfE no. 8232279) and comes under the responsibility of the Headteacher and the Governing Body of the school.

As such, the childcare setting is Ofsted Registered with the number: 109585. The Big Fun Club is eligible for Childcare voucher payment schemes.

Admission to the club is organised through ParentPay, in collaboration with the Big Fun Club Manager and the Headteacher. Our aim is to meet the growing need for high quality wrap-around care, and we are committed to expand the setting if the need increases over time. We hope this means that if you need our support with childcare, we will be able to deliver. It is helpful to know in advance if you are planning to use the facility so we can ensure there is enough staff to accommodate a higher number of children.

What we offer

Big Fun Club is available for Reception children and above for before and after school childcare. Big Fun 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 at different times, including: craft, board games, construction, computer games, physical play, cookery and reading. The planning follows termly themes to encourage play and activity to maximise understanding of the concepts explored.

*children are required to be toilet trained before accessing the setting due to the limitation of changing facilities in allocated spaces.

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 available for you to view on the School Website.

Staffing

Our setting is staffed by a Manager and a number of play assistants. We aim to provide a smooth transition between school and Big Fun Club. Using staff who have experience working within our established values and ethos, ensures that the setting maintains high expectations for what we can achieve for all children attending.

All of our staff have significant experience of working with children and undertake continuous professional development training. All staff members are DBS checked. We maintain recommended and safe staff/child ratios – our approach to staffing is about quality of experience NOT minimising cost to the school. Staff also have extensive knowledge of Safeguarding and there will be a qualified First aider on site at all times.

Booking

Booking for the facility in advance is encouraged, providing an indication of your normal pattern of care. Although we will accommodate ad-hoc/emergency bookings, these can only be offered if there are vacant spaces in the setting. If you need guaranteed childcare this must be booked in advance.

We require sessions to be booked by a Thursday for the following week. Spaces are limited to ensure ratios are met.

We will 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.

Payment of fees

Fees are payable at the time of booking through ParentPay. If your child attends in emergency circumstances ParentPay will be adjusted accordingly. Balances will need to be cleared before any further bookings will be accepted.

If your balance is not paid, your child's place will be withheld until fees are paid in full or a payment plan has been agreed with the School Business Manager, Mrs Clarke.

Big Fun Club Session PRICE LIST - Sept 2023

1 hour	£3.40
2 hours	£6.80

*If your child attends an after school club, (a planned activity chargeable separately, typically running for one hour after school), we will not 'double charge' you for this time. Your child will be escorted to Big Fun Club following their club activity if you want care after 4:30pm.

Fees are payable by ParentPay or childcare vouchers.

The price per session per child applies to all children. Fees are payable for all pre-booked sessions including sessions missed when your child is unwell unless you notify the school office on the day of any absence, (Long-term sickness or specific medical circumstances may need to be handled outside of this agreement, please speak to us if you are concerned about missing a lot of sessions due to your child's health).

We do not charge for bank holidays and days when the school might close unexpectedly.

Please ensure that fees are paid promptly. Non-payment will result in your child's place being withdrawn. If you are having difficulty paying fees, please speak in confidence to the School Business Manager, Mrs Clarke.

Changes to days and cancelling your place

If you want to cancel a booking you need to provide 24 hours notice to avoid incurring the charge for pre-booked session(s). If you want to change the days that your child attends or extend hours on existing bookings, please contact the school office. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending Big Fun Club for any reason. Even if you have informed your child's class teacher, you still need to notify the office as individual staff members across the school are not responsible to pass this information on to us. If your child does not attend a booked session without explanation, we will apply our 'missing child' procedure.

If you know in advance of any days when your child will not be attending during the following week, please inform a member of staff in the Big Fun Club or let the School Office know for our records.

Late collection of children

If you collect your child after your booked session has ended, an additional fee will be incurred. This would normally be the cost of the next full childcare session (in the event that your booked session ends at 4:30pm). If you have booked until 5:30pm (when the setting closes) you will be charged a late collection fee of **£5 for each 15 minutes to contribute to additional staffing costs incurred.**

If you are delayed for any reason please telephone us to let us know. After 4:00pm you will need to call the Big Fun Club mobile phone on 07599 995091.

If your child remains uncollected after 6.00pm 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 Child Procedures** which may result in us contacting Children's Social Care.

Transitions between Big Fun Club & School

In the mornings your child will be safely escorted by a member of the Big Fun Club team to their classroom base ready to start their day.

In the afternoon, class-based staff will send children from their class to the Big Fun Club registration point. A register is taken when children arrive in our care, and we will ask you to sign them out each day when you collect them.

Adults who collect

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 and make sure that the person you have informed us will be collecting your child is aware of the *password* you have in place. We will not release your child into the care of a person unknown to us without your authorisation and the *password* being accurate.

Food & Snacks

If your child attends the morning session (arriving before 8:15am) they will have the option of eating breakfast, which can include cereal with milk, fruit and toast with an option of spreads. We ask you to indicate on the booking form whether breakfast will be required to help us with our planning.

The food snacks we provide during the afternoon are not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables, and toast. Occasionally additional foods are provided to encourage tasting new foods or to mark celebrations or enhance learning. If you wish your child to have something more substantial to eat, please send this to school with your child (please remember no nuts).

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 will meet individual dietary requirements, including parental preferences where relevant. 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 a designated snack table.

Child protection

We are committed to maintaining our whole school '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 **Child Protection & 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

The core principles set out in our **Behaviour Policy** apply to the Big Fun Club setting, including strategies for praising and rewarding great conduct and play.

Special Educational Needs & Disabilities

We make every effort to accommodate and welcome any child with any kind of special need. We will work in liaison with parents and 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 setting'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 SEND.

GENERAL INFORMATION

Behaviour (children)

The Big Fun 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

Big Fun 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 specific 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 Big Fun Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to temporarily or permanently exclude a child from the Club.

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.

Illness

We are unable to care for children who are unwell. Please do not bring an unwell child into school. If your child becomes unwell whilst at Big Fun 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 them to any childcare setting until 48 hours after their last symptoms of illness.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the setting falls under the whole school Health & Safety Policy and procedures. The provision is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has sustained an injury or requires first aid assistance whilst in our care, you will be informed when you collect your child.

Medication

Please let the Big Fun Club Manager or the office know if your child has been prescribed medicine. If your child needs to take medicine whilst on the school premises you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy**.

PLEDGE TO PARENTS AND CARERS

We value our relationship with parents and carers and are committed to working in partnership with you to provide top quality play and care for your children. We aim to listen to your views and concerns to ensure that we continue to meet your needs and provide the best possible option for care, at a reasonable cost.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to Mrs Angelina Hawthorne (Big Fun Club Manager) or any other member of staff on duty.

Comment and concerns are to be directed to Mrs Hawthorne, who can be contacted via the office either by phone or via an email to office@tithefarmprimary.co.uk . If you feel your concern has not been dealt with effectively you are always free to follow the advice in our **Complaints Policy**.