



# Werbies Out of School Club Parent Handbook

## **ABOUT THE CLUB**

Our club is located in the school hall. The morning club is open from 07:45 and the after school club until 18:00 weekdays, during term time.

St Werburgh's and St Columba's Out of School Club 'Werbies' has been running within school since September 2001. Werbies was set up to provide before and after school care for the Parents and Carers of children attending our school. The club provides high quality, affordable and accessible childcare for all. We endeavour to meet the individual needs of all the children who attend our club with a team of staff who are hardworking, caring and enthusiastic. Werbies is run by our school for our school.

### **Aims**

Werbies 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**

Werbies follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a range of activities and resources available for the children to select. In addition, there will be one adult-led activity where children will be able to gain new skills and experiences.

### **Out of School Club Fees from 1<sup>st</sup> September 2024**

**Morning Session** 07:45 – 08:50: £4.25 (breakfast included)

**Afternoon Session** 15:20 – 18:00: £10.95 (healthy snack included; a discounted rate of £9.00 applies if your child is collected before 17:30)

Fees are to be paid in advance through your online Arbo App, by card, Tax-Free Childcare or childcare vouchers.

The price per session per child applies to all children. Fees are 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 when your child is taking part in residential visits, and a discount will be applied if your child attends an after-school activity before going to Out of School Club. A 10% reduction for siblings will be applied.

Please ensure that fees are paid promptly. See our Fees Policy for more details.

If you are experiencing financial difficulty, please speak to the Club Manager.

### **Snack**

Recognising the importance of healthy nutrition, we provide snacks that include fresh fruit and vegetables. 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. Snack is provided between the hours of 07:45 – 08:15 and 16:00 – 16:30.

### **Staffing**

Manager: Miss S Mugnaini

Deputy: Miss C Davies

Playworkers: Mrs D Phillips, Miss C Davies, Mrs C Dixon, Ms V White, Mrs J Caton, Mrs S Saul

Our aim is 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 have enhanced DBS checks.

If you have a query or concern at any time please speak to a member of staff, or if you would prefer, arrange a more convenient time for a meeting by contacting the manager.

### **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 on the school website for parents to consult at all times.

### **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 or have a chat.
- Keep you informed of opening times, fees and charges, programmes of activities and procedures via email or the school website.
- 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.

## **TERMS AND CONDITIONS**

### **Admission**

Admission to the club is organised by the school office and Club Manager, 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.

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.

### **September**

Your booked places for each new academic year will remain the same unless you tell us otherwise, in writing before the end of term. We will email you to ask if you wish to make any changes in June.

### **Changes to days and cancelling your place**

If you need to change the days that your child attends, please contact the school office or Club Manager. We try to accommodate such changes wherever possible.

If you wish to cancel your place, at least one month's notice must be provided, fees remain payable for the duration of the notice period.

### **Temporary changes**

Please remember that we need to know if your child will not be attending the club for any reason. This can be done by contacting the school office during school hours or by email prior to the start of the session. If your child does not attend a booked session, we will treat them as a 'missing child' unless we have been notified otherwise.

If you know in advance of any days when your child will not be attending, please let the Manager or the school office know as soon as possible.

### **Arrivals and departures**

An electronic register is taken when children arrive in our care and your child will be signed out after each session on collection.

We expect your child to 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 prior authorisation.

The club closes promptly at 18:00, if you are delayed for any reason a call must be

made to the Club mobile number to inform the staff. If your child remains uncollected after 18:30, without you informing staff and if we have been unable to contact you or any of your emergency contacts, we will follow our Uncollected Children Policy.

If you are late in collecting your child, you will be charged £8.00 per 15 minutes to cover the cost of the staff that are legally required to supervise your child. The late fee will be added to your account. Please see Fees Policy for further information. Don't forget our staff have homes and families too!

### **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.

### **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.

## **GENERAL INFORMATION**

### **Behaviour (children)**

We have a clear Behaviour Management Policy.

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 and we will endeavour to be flexible in order to accommodate such cases.

However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately.

### **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.

### **Children with additional needs**

We make every effort to accommodate and welcome any child with additional 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.

### **Illness**

We are unable to facilitate the care of a child who becomes unwell whilst at Club. If your child becomes ill 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 them to the Club for 48 hours after the illness has ceased.

### **Accidents and first aid**

Every precaution is taken to ensure the safety of the children at all times. A first aid kit is kept on the premises and administered by a qualified paediatric first aider. If your child has an accident whilst in our care, we will inform you either on collection or sooner if required.

### **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.

### **Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child or any aspect of the club, please feel free to speak to the Manager or any other member

of staff.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

### **Privacy Notice**

At Out of School Club 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 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
- 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 28 days. You can also ask for the data to be deleted, please 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.*

**Useful Information**

School Office number: 01244 478968 (School Hours)

Club mobile number: 07583 432795 (Club Hours)

Email address: [werbies@lovelearnlaugh.org.uk](mailto:werbies@lovelearnlaugh.org.uk)

Ofsted registration number: 111384

Please note that our official title for Ofsted registration, voucher provider and tax-free childcare purposes is St Werburgh's & St Columba's Out of School Club