



Lothersdale Community Out of School and Holiday Club Ltd

Parents' Handbook

Revised version December 2020

ABOUT THE CLUB

We are a non-profit-making organisation and we offer affordable, secure and enjoyable play care. Before making our way to the out of school club children who are attending line up in the playground where a register is taken before proceeding to the club house. After being collected from School a quick register is taken again to ensure everyone who should be there is present, and then the children can get on with whatever they choose. We aim to provide children with a range of play activities which they can choose for themselves, and the opportunity to relax and be with friends out of school.

The club is open to all children who attend full-time primary education at Lothersdale Community Primary School and to those children in the first years at secondary school. We welcome applicants for places from any area and work on a first come first served basis. The Holiday Club welcomes applicants from North Yorkshire, West Yorkshire and Lancashire.

Lothersdale Community Out of School and Holiday Club is located next to the village primary school and opposite an attractive park. We are registered to provide childcare for up to 30 children of primary school age. The out of school club is open from 7:30 until 9am each weekday morning and from 3:15 until 6pm each weekday evening, during term time, we also provide a short afternoon session from 3:15-4:30. The holiday club provides childcare during holidays from 8am – 6pm. We do not open during the Christmas holidays and only the first four weeks during the summer holidays. We also provide our holiday club services during teacher training days. We are closed bank holidays. We are Ofsted registered.

The club house is set over two floors upstairs being only accessible to children over eight years old or all children when carrying out certain supervised activities. We have access to outdoor play at all times. The outside area is largely tarmac providing space for ball games, den making, creative play and a wide range of other activities including a wooden playhouse. The front door is locked at all times when all the children are playing inside; there is a door bell to ring to attract our attention. We take advantage of the park opposite the club house as often as we can, usually during the summer months.

Aims

The club aims to provide a safe, secure and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities similar to those found within the home.

What we offer

We offer a wide range of activities, craft, board games, reading, imaginary play, construction, sport and much more. During their time at the club children choose activities that suit them best. We promote independence, by encouraging the children to clear away after themselves.

We provide a light tea for children attending both the out of school and holiday clubs. We also provide breakfast at the morning sessions of the out of school club which is included in the price. We use fresh locally sourced ingredients where possible and follow statutory guidelines. Fresh drinking water is available at all times. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

Out of School Club is staffed by a manager, deputy manager, and three play workers. In addition we may sometimes have students taking part in the Duke of Edinburgh scheme who wish to come along and offer play support, they are never made responsible for the care of the children. The aim is to provide a smooth transition between school and club. All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Disclosure and Barring Service.

Organisation

Lothersdale Community Out of School and Holiday Club is run as a limited company, employing five staff members. We maintain a close working relationship with Lothersdale Community Primary School in order to ensure continuity of care.

Policies and procedures

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request.

TERMS AND CONDITIONS

Admission

It is our intention to make Lothersdale Community Out of School and Holiday Club Ltd accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and a waiting list system may be implemented 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 day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

Places will be kept open for children each year unless instructed by parents/carers.

Payment of fees

The current fees are £5.50 per child per morning session, which includes breakfast, £9.00 for an afternoon session at the out of school club and a short session 3.15 – 4.30pm is £4.50. Sessions for the holiday club are £25 per day, half day 8-1 or 1-6, £15 per session. Fees are payable in advance by cash, cheque, standing order or BACs. Cheques should be made payable to “Lothersdale Community Out of School Club Ltd” or ‘LCOOSC’.

Bank holidays will not be charged for. We do charge a late pick up fee for each child.

Non-payment of fees after the 20th of each month will result in a late payment charge of £20 and possibly your place being terminated.

Lothersdale Community Out of School and Holiday Club aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

If you are having difficulty paying fees, please speak in confidence to the Manager.

- **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. This also applies for the holiday club bookings, once booked the session must be paid for whether the child attends or not.
- **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.

We do offer a service for parents who may be late for picking up their child from school, have appointments or need use us once in a blue moon, depending on availability.

Absenteeism

Please remember that we need to know if your child (or children) will not be attending Out of School Club for any reason. Even if you have informed your child's school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the manager know as soon as possible. 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

The child and parents/carers will be invited to come and see the club before the child's first day. Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including meal times, collection and the hand cleaning procedure).

Another child will usually be allocated to act as the new child's buddy for the first few sessions.

Feel free to phone up and enquire about your child's progress, this will give you peace of mind if you are worried.

Arrival and departure

Children are collected from school. The children line up in the playground where they will be supervised by at least two members of the out of school staff, a register is taken before the children are escorted to the club house. A register is taken each afternoon where the children are signed in and signed out by their parent on departure. After activities at school their teacher will bring them to the out of school club for their tea and the rest of their long session.

A copy of our Arrivals and Departure Procedure is available from the manager, at your request.

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a description of the person collecting your child and their name is required.

The club closes at 6pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £5 per every 5 minutes late will be charged for each child. If a child booked in for a short afternoon session (without tea) and they stay beyond 4:30 they will then be charged for a full afternoon, £9.

Two staff members will stay with the child until a parent/carer returns or until placed in the care of the Social Care team arrives.

Child Protection

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal Opportunities

Lothersdale Community Out of School and Holiday Club Ltd is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variability to provide for the cultural mix of the club's children.

Special Needs

Lothersdale Community Out of School and Holiday Club will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

Medication

Please let the manager/deputy know if your child is taking prescribed medicine. Please speak to the manager/deputy if medication needs to be administered during club time.

Complaints Procedure

Lothersdale Community Out of School and Holiday Club is run for the users. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, 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 receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

GENERAL INFORMATION

Behaviour

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is available on request:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

Lothersdale Community Out of School and Holiday Club aims to 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

Lothersdale Community Out of School and Holiday Club will not tolerate from any parent or child: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Lothersdale Community Out of School and Holiday Club recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

We accept no responsibility for the loss or damage to personal item.

Illness

We are unable to care for children who are unwell.

Please inform the manager/deputy of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her 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 and the club is fully insured. All of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

PLEDGE TO PARENTS/CARERS

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.
- 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

Lothersdale Community Out of School and Holiday Club Ltd
The Village Clubhouse
Lothersdale
West Yorkshire
BD20 8HB

Club mobile number: 07508241441 (Please leave a voice message if there is no reply)

email: outofschoolclub@googlemail.com

Ofsted Registration No: EY415101

Tel : 01535 634863 (Please leave a voice message if there is no reply. Messages are checked twice a day.)

Club Staff

Manager:	Deborah Lowcock
Deputy:	Julie Boreham
Play workers:	Lesley Hall
	Fiona Twigg
	Hannah Russell

Early Years and Childcare Service

Social Care: Customer Services 0845 0349410
Out of hours contact: 1609 534039
LADO (Local Authority Designated Officer): Rosemary Cannell – 01609 534974 or 07715540723
LSCB (Local Safeguarding Children Board): Sue Williams – 01609 535189
Ofsted: 0300 123 1231
Police: North Yorkshire Police - 0845 6060247
NSPCC: 0808 800 500

Ofsted

Royal Exchange Building
St Ann's Square
Manchester
M2 7LA
Tel: 0300 123 1231