



Parents' Handbook

ABOUT THE CLUB

Club Class is registered with Ofsted (Registration No 119363) and is based at Cop Lane C E Primary School. The club's opening times are:

Breakfast Club: 07.45am-8.45am

After School: 3.15pm-6.00pm

We are open weekdays, during term time.

Aims

At Club Class 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

The children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, crafts, board games, construction, physical play, occasional cookery, reading and colouring. At Club Class we take pride with our interaction and involvement with the children and their activities.

Food we provide

Breakfast: We offer a variety of food such as healthy breakfast cereals, toast, fruit, milk and water.

After School: We offer a range of snacks such as sandwiches and/or wraps with a selection of fillings, toast, crackers, vegetables and sugar free drinks.

We aim to provide healthy snacks and 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 and 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 manager, and out of school assistants. Our aim is to provide a smooth transition between school and each club (breakfast and after school)

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain all recommended staff/child ratios.

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).

Policies and procedures

Club Class has clearly defined policies and procedures, which fall under the umbrella of Cop Lane C E Primary School. The main policies can be found on the website. Copies of the full policies are kept at Club Class and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

All children who had a place whilst CLASP were running the wrap around provision will automatically maintain their place. Waiting lists will also remain the same and will be transferred. Club Class aims to be accessible to children and families from all sections of our local community.

We require a completed set of forms which will be sent digitally for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

We cannot keep a place open for your child unless you complete a new registration form. Any exceptional circumstances are at the manager's discretion.

Payment of fees

The current fees are as follows:

Breakfast club: £6.00 per session per child

After school club: £10.00 per session per child

Fees are payable in advance by:

- Bank transfer via Eduspot. If not using the voucher scheme, please do not pay directly into the account, only pay via the Eduspot app.
- Tax-Free Childcare please use the bank details provided by the tax-free childcare scheme. Please click on the link below to see if you are eligible for the tax-free childcare scheme:

<https://www.gov.uk/get-tax-free-childcare>

- Childcare vouchers please use the bank details provided below and give them to your employer.

Bank: HSBC

Sort Code: 40-16-08

Account number: 64745892

We accept childcare vouchers. However, please consult your employers if you pay through any work-based voucher scheme e.g Edenred or Computershare.

The price per session 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 for more than one month 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.

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 please contact school as normal and we can pass this information on to the manager and staff.

Arrivals and departures

Breakfast club staff will deliver the children to class at the start of the school day at 8.45am and will collect the children from classrooms at the end of the day at 3.15pm and take them through to Club Class. A register is taken when children arrive in our care.

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.

The breakfast club starts from 7.45am-8.45am and after school club starts from 3.15pm and finishes at 6.00pm, if you are delayed for any reason please phone the Club Class contact number to let us know. A late payment fee of **£10.00** per **15 minutes** 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 [30 minutes after Club Class closes]** 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 and safeguarding

Please find the latest child protection and safeguarding policy by clicking the link below:

<https://www.coplanepprimary.co.uk/wp-content/uploads/2023/08/Child-Protection-Policy-2023-2024.pdf>

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 Class. Each case will be considered individually and risk-assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour (children)

We have a clear **Behaviour Management Policy**, for a copy please click on the link below:

<https://www.coplanepprimary.co.uk/wp-content/uploads/2023/10/Behaviour-policy-2023.pdf>

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 Class 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 Club Class. 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. Club Class 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

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 Club Class 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. 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 and an accident slip will be given to you. However, if any medical emergencies do arise, we will contact you immediately.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Club Class, 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, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be managed as efficiently and effectively as possible with a satisfactory resolution for all parties involved.

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

A full copy of our **Complaints Policy** is available on request.

Privacy Notice

At Club Class we respect the privacy of the children attending the Club and the privacy of their parents or carers. As per the GDPR legislation, 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, text 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 in this case Eduspot.
- 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).

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 talk to us about any aspect of your child's experience at Club class
- Keep you informed of any changes to 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 and experiences.
- 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

CLUB CLASS

COP LANE C E PRIMARY SCHOOL,

PENWORTHAM,

PRESTON,

PR1 9AE

Club mobile number: 07444053239

Ofsted Registration No: 119363

Club Staff

Manager: Fiona Bradley

Out of School Assistants:

Breakfast club: Louise Huke

Jane Owen

Samuel Jones

After school club: Jacqui Martin

Fiona Chippendale

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231