



Parents' Handbook
September 2020 – July 2021

Club Details

CONTACT INFORMATION

The Good Shepherd After School Club
Chaulden Community Centre
Chaulden
Hemel Hempstead
HP1 2HX

Club mobile number: 07534896953 (Please call this number to discuss bookings etc.)

Club collection number: (Please call this number when you are outside the community centre and ready to collect you child)

Email: gshepherdclub@gmail.com

Facebook page: Good Shepherd After School Club

Instagram: @goodshepherdclub

Ofsted Registration No: RP558547

Ofsted Setting Reference: EY558548

Club Staff

Manager: Loren Jones

Deputy Manager cover: Dennes Van Lange, Hena Shaheen or Karen Bird

Playworker: Hena Shaheen

Playworker: Andressa Accioly

Playworker: Jazmin Allen

Playworker: Megan Wolf

Playworker: Camilla Bignall

Playworker: Wendy Shore

Ofsted Information

Address: Aviation House 125 Kingsway, London WC2B 6SE

Tel: 0300 123 1231

ABOUT THE CLUB

The Good Shepherd After School Club Ltd is registered with Ofsted (registration number RP558547), and is based in Chaulden Community Centre. The club was established by a Secondary School English Teacher, who saw that there was a need for additional out of school hours childcare provision in the local area. The breakfast club is open from 7:30am -9:00am and the after school club runs from 3:00pm until 5:45pm weekdays, during term time. We also pick children up early on the last day of term, when schools tend to finish at an earlier time, at an additional cost. We provide out of school hours childcare to pupils at St Rose's Catholic Infants School, St Cuthbert Mayne Catholic Junior School, Pixies Hill Primary School and Chaulden Infants and Junior School. The Club focuses on developing the children's social and academic skills.

Aims and Objectives

At the Good Shepherd After School Club, we aim to provide a safe, secure and relaxed environment; offering a range of activities to reflect the interests of the children in our care and enhance their academic ability. We want parents to feel confident in our ability to take care of their children and intend to meet the following objectives:

To the Children - provide an environment which meets their needs, where they can be happy, have fun and feel safe. There will be an emphasis on social and educational development, where children have the option to suggest activities that they enjoy.

To the Parents - provide a trustworthy service of great quality and flexibility. Parents know that their child is safe, happy and being assisted with their social and educational development in a fun, relaxed and child centred environment.

To the staff - provide sufficient training and support to ensure that all staff are able and equipped to deal with their job responsibilities. We provide a safe and secure place in which to work, where staff members feel comfortable and respected.

What we offer

Our 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 including: dressing up, arts and crafts, board games, physical play, cookery and reading.

As the club is established by a teacher, there will also be an educational focus, therefore we also offer a homework club and help with reading. There will also be handwriting practice, mathematical quizzes and story writing.

What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, 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.

Staffing

Our Club is staffed by a manager, deputy manager and playworkers. In addition we have volunteer staff. We aim to provide a smooth transition between school and the club. All of our staff have experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of five, and a ratio of 1:10 for children over the age of five.

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 on the first page of this Handbook).

Organisation

The Good Shepherd After School Club Ltd is run as a private business, employing members of staff. We enjoy a close working relationship with St Rose's Catholic Infants School, St Cuthbert Mayne Catholic Junior School, Pixies Hill Primary School and more recently Chaulden Infants and Junior School, so that we can ensure continuity of care, and 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 on the club website: www.goodshepherdclubs.co.uk and are available for parents to consult at all times. We have a COVID 19 Policy and COVID 19 Precautions Handbook, which is also available online.

TERMS AND CONDITIONS

Bookings:

- All bookings must be made through <https://goodshepherdclubs.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
- If an ad hoc booking is made with less than one week's notice, the booking must go through the manager at manager@goodshepherdclubs.co.uk.
- There is a £10 registration fee per family.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- For Breakfast and After School clubs we are not able to swap sessions unless the 14 days' notice is given.
- Holiday booking day swaps can only be made subject to availability and with a minimum of 7 days' notice of the session you want to change. This must be done by email to Customer Care.
- You must give us one month's notice of termination (in lieu of fees).
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.
- It is the parents' responsibility to inform the school if their child is attending after school club.
- It is the parents' responsibility to let the school know of any late cancellations.

Special Offers and Discount codes:

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time.

Payments and Overdue Balances:

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Good Shepherd Club will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.
- We reserve the right to make a late payment charge of £10, where fees remain unpaid and/or suspension of place(s).

Late Collection Fees:

- A charge of £1 per minute will be applied to all collections made after the advertised session end time.
- Safeguarding and Welfare:

- If your child does not arrive at a booked ASC session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.
- The Good Shepherd Clubs are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform the Good Shepherd Club of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in the Good Shepherd Club excluding them from certain activities or if it felt necessary, excluding them from using the Good Shepherd Club. In such circumstances no refund or credit will be paid.

Medication:

- If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:
- Completed Health Care Plan, please contact Customer Care who will email this to you
- Permission to Administer medication form, please contact Customer Care who will email this to you
- Our own supply of medication at the club - we have no access to any medication stored in school
- Please note: If the above is not in place, your child will not be able to attend the session

Collecting:

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector.

Babysitting:

- Any babysitting/care arrangement between parents and Good Shepherd staff is entirely separate from any agreement with the Good Shepherd Club. The Good Shepherd Club does not take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.

Exclusion:

- The Good Shepherd Club reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures:

- If the Good Shepherd Club is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure. Alternatively, a credit note may be offered depending on the circumstances.

Schedule Changes:

- The Good Shepherd Club may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

Photography:

- The Good Shepherd Club occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

Complaints:

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email The Head of Company Name on gshepherdclub@gmail.com.

Liability:

- The Good Shepherd Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- The Good Shepherd Club takes no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

- On request, the Good Shepherd Club will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent. Unclaimed Breakfast and After School Club lost property will be distributed to local charities at the end of each half term. Holiday Club lost property will be distributed to local charities two weeks after the school holiday.

Parent Abuse of staff:

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

Data Protection:

- The Good Shepherd Club collects personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. The Good Shepherd Club may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from the Good Shepherd Club.
- For the Good Shepherd Clubs' policies and procedures, please visit: www.goodshepherdclubs.co.uk
- Parents must agree to the terms and conditions of our booking system to book with us.

- **Registration Fee: £10 per family**

Breakfast Club

Session	Per Child
7:30am - 8:50am	£7
7:45am - 8:50am	£6
<i>Emergency/ Adhoc session not booked a week in advance</i>	£8 for 7:30am £7 for 7:45am

Ad hoc bookings with less than one week's notice must be made through the manager on: 07534896953 or manager@goodshepherdclubs.co.uk

After School Club

- Nursery - St Rose's
- Please call 07534896953 or email manager@goodshepherdclubs.co.uk before booking in Nursery pupils

Sessions	First child	Per additional sibling
3:00pm - 5:45pm	£20	5% Discount
3:00pm - 5:45pm <i>Emergency/ Adhoc session not booked a week in advance.</i>	£22	5% Discount
Lateness fee	£1 for every minute after 5:45pm	

Ad hoc bookings with less than one week's notice must be made through the manager on: 07534896953 or manager@goodshepherdclubs.co.uk

- Reception - Year 6 - St Rose's, Pixies Hill, St Cuthbert Mayne and Chaulden Infants and Junior School

Sessions	First child	Per additional sibling
3:00pm - 5:45pm	£15 (St Rose's and St CM) £13 (Pixies Hill and Chaulden)	5% Discount
<i>Emergency/ Adhoc session not booked a week in advance</i>	£17 (St Rose's and St CM) £15 (Pixies Hill and Chaulden)	5% Discount
Lateness fee	£1 for every minute after 5:45pm	

Ad hoc bookings with less than one week's notice must be made through the manager on: 07534896953 or manager@goodshepherdclubs.co.uk

Safety and Discipline

The safety of the children in the Club is paramount. To enable all children to have fun safely, reasonable behaviour is essential. The Club expects and will encourage children to behave well and with respect for each other and the Club staff. Children are expected to respond to requests from staff. Repeated disobedience and/or persistent anti-social behaviour could disrupt the Club for all and consequently the Club reserves the right to exclude children in those circumstances. In some instances where children are not following the club rules and disrupting the smooth running of the Club, parents will be called to collect them.

- Parents/guardians must advise the Club if the usual parent/carer is not collecting; please text 07534896953 IN ADVANCE or email gshepherdclub@gmail.com. The Club will then follow the **Arrivals and Departures Policy**.
- It is essential that parents/guardians advise the Club if a child is not going to attend the Club for any reason. Failure to do so may result in withdrawal of place. THE NUMBER TO CALL IS : 07534896953
- If no prior notification has been received, then in the event of the non-arrival of any child The Good Shepherd After School Club will implement their Lost Child Procedure which includes confirming the child's attendance at school that day and contacting the police if the child is not found within 10 minutes of having been identified as lost.
- The staff at the Club will sign children out on collection.
- The Club will endeavour to comply with all relevant health and safety requirements. In the event of an accident it will be recorded in the Accident book, and reported to a child's parent or guardian who will be asked to sign the accident book entry.
- Should the need arise we will administer minor first aid. We will administer some medicines (e.g. oral antibiotics) on receipt of the appropriate consent form. If your child has particular medical requirements, please discuss these with us. Any emergency medicines kept by us for individual children (e.g. epi-pens, inhalers) must be in secure boxes with an identifying photo and associated protocol.
- If a child becomes ill whilst at the after school club a parent/guardian will be contacted and asked to collect them. Any ill or infectious child should not attend for 48 hours after symptoms have passed.

GENERAL INFORMATION

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 St Rose's Catholic Infants School, St Cuthbert Mayne Junior School, Pixies Hill Primary School, Chaulden Infants and Junior School and escort them to the Good Shepherd After School Club at Chaulden Community Centre. Children from Pixies Hill and Chaulden Infants and Junior School are walked over to the club and children from St Rose's and St Cuthbert are escorted to the club via minibus. All drivers are insured and DBS checked. On rare occasions, children from Pixies Hill may also go on the mini-bus to collect children from St Cuthbert Mayne. If for any reason the mini-bus is running late, broken down or there is an emergency: children will walk back to the club. A register is taken when children arrive in our care and a member of staff will 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. There is a password at the club when someone else is collecting your child. If a member of staff does not recognise a parent, as they may be new to the club, they will also ask parents for the password. The password changes throughout the year so that it can remain confidential. Parents will be notified of the changes via email. 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.

As the club entrance is a potential spot where coronavirus could be spread, we are asking people to call the **Club Collection number (07389706957)** to let us know that you have arrived to pick up your child. It is a good idea to call us when you are on your way so that we can get your child ready for you. Simply state your full name, your child's full name and the club password when you call. This number is for collection only, please continue to use the other contact number (07534896953) for all other enquiries.

To limit the risk of infection parents/carers will not currently be allowed to enter the Community Centre, so staff will bring the children to you at the Community Centre entrance. We would also ask that only one adult come to pick up a child, so that you maintain social distancing at all times if there is more than one family waiting at the entrance, please remember to social distance.

The club finishes at 05.45pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £1.00 per minute 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 06.30pm 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 diverse 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**.

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 the ethos of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on cooperative 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 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 receipt and a full written response will be given within 28 days. A full copy of our **Complaints Policy** is available on request.

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 and have a chat.
- 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.