



**Parents' Handbook for
Yewtree Primary School
September 2021 – July 2022**

Club Details

CONTACT INFORMATION

The Good Shepherd Breakfast and After School Club
Yewtree Primary School
Hemel Hempstead
HP2 5QR

Club mobile numbers:
Manager: 07534896953

Email: gshepherdclub@gmail.com

Website: www.goodshepherdclubs.co.uk

Facebook page: Good Shepherd After School Club

Instagram: @goodshepherdclub

Ofsted Registration No: RP558547
Ofsted Setting Reference: 2636695
Approval Date: 12 May 2021
Manager: Mrs Loren Jones

ABOUT THE CLUB

The Good Shepherd Breakfast and After School Club is registered with Ofsted and is based at Yewtree Primary School. 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 7:45am until 8:45am and the after school club is open from 3.00pm until 6.00pm 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 also provide out of school hours childcare to pupils at Nash Mills Primary School, St Rose's Catholic Infants School, St Cuthbert Mayne Catholic Junior School, Pixies Hill Primary School, Chaulden Infants School and Chaulden Junior School. Our clubs focus on developing the children's social and academic skills and a safe, stimulating and child friendly environment.

Aims and Objectives

At the Good Shepherd Breakfast and 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.

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 significant 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 Breakfast and After School Club is run as a private business, employing members of staff. We enjoy a close working relationship with Yewtree Primary School in order to ensure continuity of care, and to 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 available on the club website along with our COVID 19 Policy and our COVID 19 Precautions Handbook.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. Re-enrolment for September is required at the end of the summer term, so that we are aware of the most updated information regarding each child. We cannot keep a place open for your child unless you complete a new registration form. This information will be treated as confidential and will be stored appropriately. Priority will go to families who require the most sessions, siblings and families already registered at the Club. See our **Admission and Fees Policy** for more details. All policies and procedures are available to parents/carers to read on our website.

Fees and Payment

- There is a non-refundable registration fee of £10 per family, which must be paid when a place is confirmed.
- All fees are payable to: Good Shepherd Club, Account Number: 19365985 Sort Code: 60-10-33 (please use your child's name as a reference).
- All fees are payable a month in advance by the last working day of each month. Fees can be paid online via bank transfer, childcare vouchers or the Tax Free Childcare Scheme. We reserve the right to make a late payment charge of £10, where fees remain unpaid after the 1st of the month and/or suspension of place(s).
- Cheques should be made payable to 'The Good Shepherd After School Club Ltd'. 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 school holidays, bank holidays and professional training days.
- It is the policy of the Club that there will be no refunds or alternative day offered in the event of sickness, exclusion, absence or closure due to weather conditions. This policy may be subject to review in exceptional circumstances.
- If you wish to cancel any sessions the full session fee is still required in order to secure the place(s).
- In the event of late collection of any child, the Club reserves the right to make a late collection charge of £1 per minute after 6:00pm, due to the additional staffing costs incurred by the Club as a consequence of the late collection.
- All ad-hocs fees apply even if the reserved place is not used.
- 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.
- You must give us one month's notice of termination (in lieu of fees) 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.

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

Breakfast Club

Session	Per Child
7:40am - 8:45am	£5
<i>Emergency/Adhoc session not booked a week in advance</i>	£6

After School Club

Reception - Year 6

Sessions	First child	Per additional sibling
3:00pm - 6:00pm	£11.00p	4% discount
<i>Emergency/Adhoc session not booked a week in advance</i> 3:00pm - 6:00pm	£12.00p	£12.00p
Lateness fee	£1 for every minute after your collection time.	

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 call/text 07534896953 IN ADVANCE or email gshepherdclub@gmail.com. If it is last minute please call: 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 breakfast or 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

The Breakfast Club is based in the dining hall and the After School Club is also based in the dining hall. Parents will need to arrive at the school car park gate when dropping their children off for the Breakfast Club. Please call the club number and your child/children will be collected by a member of staff and escorted to the dining hall. Simply state your full name, your child's full name and the club password when you call.

When you arrive to collect your child/children from the After School Club, please arrive at the school car park. Simply state your full name, your child's full name and the club password when you call. A member of staff will then escort them to meet you at the car park gate. 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. 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 club finishes at 06.00pm, if you are delayed for any reason please telephone the club. 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.