

# Westmoor Out of School Club Parent/Carer Handbook



## TRUTH OPPORTUNITY CELEBRATION

Southgate

Westmoor

Killingworth

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## Mission

Westmoor Out of School Club strives to provide high quality care in a welcoming, stimulating, attractive, caring and secure environment for all children, parents, staff and visitors within the club.

## Goals

- The club aims to provide a child focussed and flexible service that is both affordable and accessible.
- The club aims to provide a stimulating environment for children to learn and develop.
- The childcare provided will be of a high quality to ensure a variety of play opportunities for all children who attend the club.
- The provision will be made available to all children who attend the school.

## Staff Members

Mrs Sharon Trundley (Head Teacher) has overall responsibility for management, with Mrs Le Cuirot managing the club on a daily basis. Support staff from within school run both breakfast club and out of school club.

## Terms and Conditions

### Booking Sessions

From September 2023, all sessions must be booked with 48 hours notice via our online booking system - School Gateway. It is essential that all sessions are booked to enable us to ensure the correct staff to pupil ratio.

### Fees

Fees will be calculated on a session basis as per the charges set down below. Payments must be made via bank transfer or voucher system and your account **MUST BE IN CREDIT** in order to make a booking. If you are paying by voucher, please inform school who the provider is 1 week before your booking, so that we can register with them. Please contact Mrs Carol Anne Graham with any financial queries. Any additional sessions must be booked 48 hours in advance. Emergency cover (less than 48 hours notice) may be possible, subject to availability and staff to pupil ratios. These sessions will be charged at a higher rate of £6. The club reserves the right to refuse a place if parents frequently request emergency places.

(Late fee - £1 a minute late fee per child.)

### Breakfast/ After School Sessions

Session	Day	Cost per child	Meals
7.30 – 8.50 am	Monday - Friday	£6	Includes breakfast
3.15 – 4.30 pm	Monday to Friday	£6	Includes afternoon snack



## **Sibling Discount**

'Westmoor Out of School Club' does not offer a sibling discount.

## **Notice Period**

For cancelled sessions the full session fee will be charged with less than 48 hours notice. In order to cancel a session, please contact the school office on 0191 6432260.

## **Registration**

You will have already completed a data and medical form when your child enrolled at our school. If any information has changed please contact school to let them know. This form will include the child's date of birth, likes and dislikes, medical conditions or any cultural requirements etc. it will also include details of parent/carers with all relevant contact details and any other person who will pick up. As part of the settling in procedure you may wish to come along and visit the club along with your child. This will give both you and your child a chance to meet staff and other children prior to their first session.

## **Snacks**

Children will be provided with a nutritious, healthy snack which meets their needs dependent upon religion and culture as well as any special dietary requirements. Milk and water will be available during snack times. Fresh drinking water will be available at all times. During breakfast times there will be a choice of cereal with fresh milk, toast or fruit available. After school children will be provided with a light snack e.g. Seasonal fruit and vegetables, a selection of fruit juice.

## **What to Bring**


Extra toys are not necessary as the club is equipped to occupy the children. During term time the children will be in school uniform and staff will do their utmost to protect them. If your child has medication in school, such as inhalers or epipens, the parent must provide additional medication, to be kept on the club's premises.

## **Inclusion**

We will take all reasonable steps to offer an inclusive club and promote and practice equal opportunities within the club. With regard to race, religion, colour, sex, age, national origin, disability or sexual orientation, all books, jigsaws, stories and pictures will be selected to show people of all races and cultures and will avoid racial or sexist stereotyping. All family compositions will be considered and respected. All lifestyles will be depicted in a positive way.

## **Special needs**

We are aware that some children have special educational needs and/or physical disabilities that require support and assistance. We are committed to taking appropriate action to make sure that all children are able to access our service and are made to feel welcome and that our activities promote their welfare and development. Whenever possible, children



with special needs will have access to the same facilities, activities and play opportunities as their peers.

### **Safeguarding Children**

At 'Westmoor Out of School Club' each and every child should feel safe and secure from the fear of abuse. All staff are committed to protecting children in our care from harm. The club complies with the legislation set down by the Local Safeguarding Children Board (LSCB) and follows school policy and procedures agreed by Governors.

### **Behaviour Policy**

At 'Westmoor Out of School Club' we recognise the importance of positive and effective behaviour management strategies in promoting the children's welfare, learning and enjoyment. We follow school policy and procedures and parents will be informed of unacceptable behaviour.

### **Uncollected Children**

We have the highest regard for the safety of the children in our care from the moment they arrive to the moment they leave. At the end of each session we will ensure that all children have been collected by their parent/carer or designated adult in accordance with the arrivals and departure policies. There is a procedure in place for dealing with uncollected children whereby measures are taken to contact the parent, carer, designated adult and emergency contacts. In extreme circumstances where none of the listed contacts are available, Children's Services will be informed. Children are never left with less than two members of staff at any time.

### **First Aid**

All members of staff hold a current first aid certificate that includes training on first aid for infants and children. The Head Teacher must ensure that all volunteers, supply staff etc. know who holds a qualification in first aid. The first aid box will comply with the Health and Safety (first aid) Regulations 1982. A travelling first aid kit will be taken when staff take children for outdoor play and will be subject to the same checking procedures as the main first aid kit. All issues regarding the first aid administration are governed by the full policy on health and sub-sectioned first aid.

### **Medication**

Medication will only be administered if prescribed by the child's doctor clearly stating the child's name, date of birth, name of medication and dosage to be given. As per school policy, medication will only be administered if 4 times daily, or at specified times of the day. Written consent and medication detail MUST be provided beforehand by the parent/carer on the appropriate medication forms. Medication not prescribed by the child's doctor will not be given. Written records will be kept of all medication administered.



## **Illness**

Children who are ill or have an infectious disease should not attend the club. In the event of infectious disease please inform school as soon as possible and a member of staff will be able to advise you of the exclusion period set down by environmental health.

## **Fire Procedure**

There is a fire blanket in the kitchen area and a fire extinguisher in the designated area. All fire extinguishers are checked annually by the school. We carry out regular fire drills with the children which are recorded.

## **(Complaints**

The majority of complaints or queries can be sorted out at an early stage within the club. Please speak to a member of staff in the first instance. Please follow the school's complaints procedure if you feel any issues have not been resolved.)



## **WESTMOOR OUT OF SCHOOL CLUB BOOKING POLICIES AND PROCEDURES**

### **NOTICE PERIODS**

The full session fee will be charged with less than 48 hours' notice. If a child is sent home ill from school, a credit will be held in your account for future use.

### **LATE PICK-UPS**

After school session is until 4.30pm. Late pick up after this time will incur an additional charge of £1 per minute. If you are unable to collect your child on time, alternative arrangements must be made for someone to collect your child for you before the club session ends.

### **PAYMENT**

An invoice will be issued half termly for all sessions attended.



## **WESTMOOR OUT OF SCHOOL CLUB PARENT/CARER CONTRACT AGREEMENT**

Westmoor Out Of School Club would like to welcome you and your child/children to the setting. In order to provide the best service possible to all our users we have drawn up the following conditions of use to ensure the smooth running of the club. Please read this contract carefully before you sign it. Should you feel unsure about any clause, please do not hesitate to speak to a member of staff and your query will be clarified.

1. The club will operate before school starts 7:30am-8.50am and after school finishes 3:15-4:30pm term time.
2. Children must be collected promptly at the end of each session/day. Please note that if your child is not collected until after 4:30pm then an extra charge will be made of £1 per child for every minute.
3. Children are not allowed to leave the premises unless accompanied by staff or their parent/carer. If you wish for your child to leave unaccompanied then you must sign a disclaimer form. (Year 5 and 6 only)
5. For the child/children's own safety, the club MUST be informed through contacting the office in advance by the parent/carer if the child/children are to be collected by any other person than themselves. We would ask parents/carers to sign a form with the persons details.
6. Parents must provide a password which can be used if an alternative person needs to collect the child. The child will not be handed over if we have not been informed of an alternative person to collect or if the carer does not know the password.
7. Parents/carers must ensure that the school has up to date contact numbers for themselves and emergency contact details. The school should be informed immediately of any changes.

8. Children who are ill or who have an infectious disease should not attend the club. In the event of infectious diseases please inform the club at once and they will inform you of the exclusion period set down by environmental health.

9. Staff within the club will only administer prescribed medication; this must be clearly labelled with the child's name, date of birth, name of medication and dosage to be given. In this instance, parents must fill in and sign a medication form.

10. We recommend that your child does not bring any valuables or money into the club as we cannot accept responsibility for loss or damage.

11. If your child/children show anti-social behaviour towards staff or other children within the club, then this will be dealt with in a positive manner. Should the behaviour persist then parents/carers will become involved.

12. The school has a set Safeguarding Children Policy. If there are any concerns about a child/children then they will be raised with the parent. However, in some cases the staff are obliged to share their concerns with appropriate professionals. Our Safeguarding Policy can be found in the school website.



I agree that I have read and understood and will abide by the Policies and Procedures of the club

Childs Name Signature of Parent/Carer \_\_\_\_\_

Full name (block capitals) \_\_\_\_\_

Password \_\_\_\_\_

Date \_\_\_\_\_

Emergency contact 1: \_\_\_\_\_

Emergency Contact 2: \_\_\_\_\_