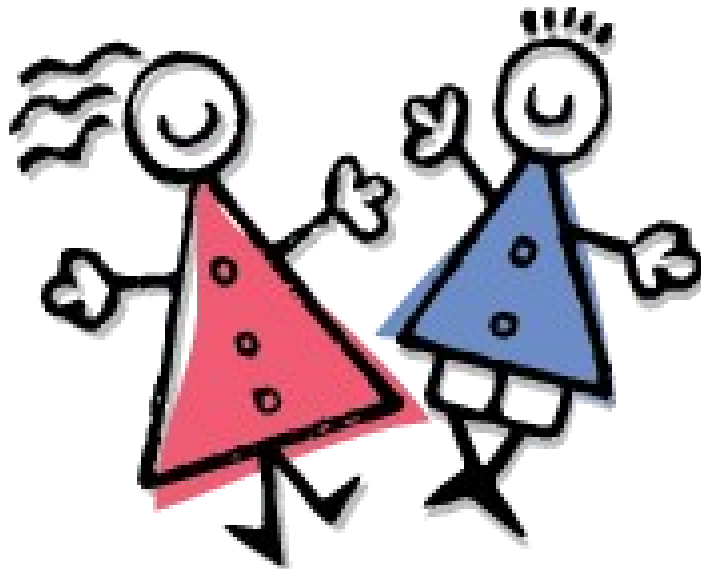




**Thirsk C P School Bright Starts
Wrap around Care
Parents' Handbook**



ABOUT THE CLUB

Wrap around Care comes under the School's Ofsted registration number 121365 and is based in the double mobile classroom accessed via the small gate in the car park by the school kitchen. The club is open from 7.30am till the start of the school day and 3.15pm until 6.00pm weekdays, during term time.

Aims

At Bright Starts Wrap around Care 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.

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, home corner, craft, board games, construction, physical play and reading. In addition other resources are available for the children to select from our equipment library.

What we provide

In the morning session we provide a healthy breakfast from a varied menu, e.g. cereals, toast and fruit.

The food we provide in the afternoon session is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. 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 entirely by school staff - the playworkers in the morning session are -Mrs Mountford & Mrs Almond.

The Lead is Mrs Mountford. This enables us to provide a smooth transition between school and 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 eight, and a ratio of 1:10 for children over the age of 8.

Designated roles are the same as in school

Staff name 1: Special Educational Needs -Mrs R. Kaufman

Staff name 2: Health and Safety Officer - Mr J.Harrison

Staff name 3: Fire Safety Officer & Child Protection Officer- Mr J.Harrison

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).

Wrap around Care is run by the school and all the current staff work within the school. We are therefore able to maintain good communication links with the school and Wrap around Care staff.

Policies - Bright Starts Wrap around Care Policy and Bright Starts Wrap around Care Behaviour Policy can be found on the school website

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. 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 days as a sibling already attending. See our Wrap around Care Policy for more details.

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

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

The fee for the morning session is **£5.00** from 7.30am till the start of the school day

OR **£3.00** from 8.15am onwards.

The current fees for the afternoon sessions are **£4.50** per child from 3.15pm - 4.15pm and **£9.00** per child from 3.15 to 6.00pm. There is a 50% sibling discount for the second child attending after school sessions. Fees are payable in advance by Parent Pay. We accept payment by childcare vouchers by prior arrangement - please contact the school office to arrange this.

- Parents are liable for fees for all sessions booked, 24 hours' notice must be given if a child is to miss a session otherwise they will be charged for that session.
- In the event of sickness parents will not be charged for the session missed.
- The club insists on payment in advance.
- Payments can be made through Arbor, cash, cheque, bank transfer or childcare voucher schemes.
- All fees must be paid by the last club day of each calendar month, unless otherwise agreed in writing by the club.
- Extended school staff do not have to pay for their children to attend the extended school facility.

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 school office.

Changes to days and cancelling your place

- 24 hours' notice must be given if a child is to miss a session otherwise they will be charged for that session.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

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 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.

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.

Arrivals and departures

The morning session is open from 7.30am and parents are required to bring their children into the building, via the car park gate and hand over their child to the staff. Infant children will be escorted to their classes at 8.45am while the junior children will make their own way to the classrooms.

In the afternoon session staff collect children from Thirsk C.P. School and escort them to the Club. A register is taken when children arrive in our care, and you must 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.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5.00 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 6.15pm 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 Procedure - details within the Bright Starts Wrap around Care Policy**.

Bright Starts Wrap around Care Contact Number after 4pm: 01845 524349 select the wrap around care option

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 refer to the Thirsk CP School **Child Protection 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 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'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, refer to the Thirsk CP School **SEND and Equalities Policies**.

GENERAL INFORMATION

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 and are the same Golden Rules which are used in the School

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

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 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 Procedure within the Wrap around Care 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 within the Bright Starts Wrap around Care 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 Procedure within the Bright Starts Wrap around Care 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 Thirsk CP School First Aid and Medicine Policy for more details.

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 Thirsk CP School First Aid and Medicine 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 copy of our complaints leaflet is available on the school website or a paper copy of 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, 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.
- 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.

Ofsted Registration number - 121365

Correspondence Address:

Bright Starts Wrap around Care

Thirsk C.P.School

Hambleton Place

Thirsk,

YO7 1SL

Tel : **01845 524349**

Contact Number after 4pm: as above but select the wrap around care option

Club Staff

Mrs K Mountford

Mrs E Almond