



West Jesmond Primary School After School and Breakfast Club

Parents Information Pack and Payment Terms

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Who We Are

West Jesmond After School and Breakfast Club operates on the school site both before and after school on a term time basis. This service provides play-based childcare for pupils of the school, meeting the needs of parents and carers who are working or in education.

We aim to provide a safe, nurturing environment for all children who attend. It is a vibrant, busy club but aims to maintain a personal, club-like feel where children, parents and carers feel welcome at all times.

Our Commitment to Quality

We are committed to providing a high quality childcare service.

- We aim to ensure that children in our care have a voice and influence things that matter to them
- We aim to enable parents/carers to be involved in designing and developing the service for their children, if they wish to be involved.
- We aim to continuously improve the quality of the service we provide, by consulting children, parents/carers and other agencies and encouraging active participation in improvement.

We are a play-based service which aims to support children's natural ability to play in a way that enables them to learn and develop as individuals and members of the community, in a fun, child-centred, secure environment.

All correspondence should be addressed to:

West Jesmond Primary School
Tankerville Terrace
Jesmond
Newcastle upon Tyne
NE2 3AJ

After School Club

After School Club operates from 3.20pm-5.55pm during term time only. (Please note that the school building is locked at 6pm.)

The club is situated in the shared Reception area of the school building and drop off and collection is via the courtyard gate at the side of the school on Tankerville Terrace.

Current Charges: 1st child (most frequent user) - £13.50 per session
Subsequent children - £12.15 per session

Breakfast Club

Breakfast Club operates from 8.00am-8.45pm and is situated in the same location as After School Club.

Current Charges: £5.75 per child, per session including breakfast.

All clubs are registered with Ofsted Early Years Directorate and are inspected by Ofsted. Each Club displays their Registration Certificate and has a copy of their most recent Ofsted inspection report available for parents/carers to read. Inspection reports are also available online via Ofsted's website:

www.ofsted.gov.uk.

Further information is also available via the City Council website: www.newcastle.gov.uk.

Getting Started

New Starters

Before children take up their place at a club, parents will be provided with a family registration form to complete which includes all of the basic information we require to take care of your child.

It is an Ofsted requirement that we have accurate, up to date information about each child in our care. Therefore, we **cannot** accept a child into a club without correctly completed forms.

Induction

If you feel that your child would benefit from a visit to BC/ASC before they start, please feel free to call the School Office to arrange a time.

A good time to visit is at the end of the school day, as a member of ASC staff will be able to dedicate one to one time with you and your child to answer any questions and show you around the club and its facilities.

Children will be given an induction on their first day so that they are familiar with the site, the rules of the club and the activities available.

Waiting Lists

On occasion BC/ASC may not be able to admit new starters as there are a limited number of spaces. However, your child's details will be added to the waiting list to fill the next available spaces. We work to Ofsted's ratios of 1:8 (one worker to eight children under 8 years old).

Arrival at the Club

BC

BC is open from 8.00am for student drop off. On arrival into the ASC courtyard, please ring the doorbell and a member of the BC team will attend to you and formally sign your child into school.

The children are settled and provided with breakfast before heading to their classrooms at 8.45am.

Reception and Key Stage 1 children are handed directly to class teachers by a member of the BC team and the older children make their own way to their classroom in time for registration.

ASC

At 3.20pm Reception and Key Stage 1 children are collected from their classrooms by a member of the ASC team and signed over by their teacher. We then make our way to the ASC area.

Key Stage 2 children make their own way to the ASC area and sign themselves in. This helps the older children to foster a sense of independence.

Collection of Children by Parents/Carers

To collect your child, please approach through the courtyard gate (Tankerville Terrace) and there is a doorbell on the door to access the ASC.

A member of the team will go and collect your child and their belongings whilst you sign your child out at the Parents Reception desk. Please indicate the time of collection also.

Children must be collected by 5.55pm at the latest. We are unable to hand children over to people who do not have permission to collect or people we have not met before. If someone else is planned to pick up on your behalf, please inform the staff team prior to the event to arrange.

No person under the age of 16 may collect from ASC.

There will always be a staff member on-hand to talk to but please allow time to do so. Please try not to leave a conversation/query until the last minute; the school building must be vacated in time for the premises to be locked by the Caretaker at 6pm prompt.

Emergency Contact

We ask you on the registration form to provide us with the details of an emergency contact. This is in case we need to contact someone urgently and cannot reach you.

Please nominate a friend or relative who can be your emergency contact. This person needs to be available during the session times and within easy distance of getting to the club in an emergency. They must agree to be the emergency contact. We will always try to contact you as parent/carer in the first instance, however, if we are unable to reach you, we require another nominated person, aged 16 or over, who can be contacted.

We understand that for various reasons it may be difficult to nominate an emergency contact, therefore, should you not be able to nominate a suitable person, please indicate this on your form, however, an alternative contact would be appreciated where possible.

Policy for Uncollected Children

ASC closes at 5.55pm. Late arrival of parent/carers causes distress to the child/ren and disruption for staff and other users of the school building.

The staff and management recognise that there are occasions when emergencies will cause children to be collected late and will endeavour to minimise distress. However, please be aware that on some occasions it will not be possible to stay on the premises with the child/ren.

If a child is not collected 30 minutes after the official closing time and no communication with the parent/carer is possible, the Duty Social Worker will be contacted to collect the child. Contacting Social Care is a required action under Playcare procedures and in no way should be seen as a criticism of a parent/carer or a referral to Social Care under 'Safeguarding Children' guidelines. We are required to transfer any uncollected children into the care of Social Care, for their own safety.

Managing Persistent Lateness

Parents/carers who arrive after 5.55pm, without calling the club beforehand to let them know of an unavoidable emergency, will be verbally reminded of the closing time and that they must call the club as soon as they know that they are going to be unavoidably detained. The time and date of the late collection will be recorded in the Late Collection log. A follow up letter will be sent to the parent/carer also reminding them of the club policy for uncollected children and informing them that there will be a formal review of their child's place within the club.

Each subsequent late collection (max. of 3) will be recorded in the Late Collection log and another letter will be sent to the parent/carer informing them that a review has taken place and that if there is another instance of late collection, regrettably, their place at ASC will be revoked.

Missing Children

West Jesmond Primary ASC has a 'Missing Children' procedure (please see appendix 2). You will be contacted if we cannot trace your child's whereabouts, e.g. if they have gone to an after school activity and we have not been informed or if they are absent from school due to illness.

The Missing Children procedure also covers instances when children go missing whilst attending ASC. This occurrence is very rare and usually resolved quickly and we would not like to alarm parents by the inclusion of this in our policy.

Emergency School Closures

On occasions, the school is closed due to unforeseen circumstances. On these occasions, the school will contact you to collect your children early or to tell you it is closed. We cannot guarantee that we will be able to continue with the club on these occasions.

If we are unable to operate the club due to unforeseen circumstances, then we will endeavour to contact all parents/carers to inform them and allow them the opportunity to collect their children.

We will do all we can to continue the service as normal but may not be able to do so due to circumstances beyond our control. Should this situation arise, sessions that are booked will be refunded.

Teacher Training Days and School Holidays

Each school determines their own teacher training dates and school holiday dates. Often these have not yet been determined when we send out booking forms.

If the school is closed for teacher training days/school holidays, the BC and ASC will also be closed.

It is parent's/carer's responsibility to ensure that they have booked their children into the club on the days needed. It is also parent's/carer's responsibility to ensure that they do not book children in on days when school is closed.

Booking and Billing

Booking Procedure

Prior to the start of each academic year you will receive communication from School advising that sessions for the upcoming academic year are now live and available for booking.

Please note, we are unable to take provisional bookings. We can inform you if there are spaces available at the club, however, we cannot 'pencil in' bookings or reserve spaces.

In order to secure the spaces you require, you should ensure that you have registered in advance with Kid's HQ (our booking and billing system) and completed your booking and personal info/consent forms for the next academic year (links will be sent to enable you to do this). We will endeavour to allocate the same sessions as used the previous term and will consider requests for additional sessions if they are available and as per the existing waiting list. Please note, that no booking is guaranteed until reviewed by school and formally approved via Kids HQ.

In line with Ofsted requirements, we cannot accept children without correctly completed registration forms and confirmed bookings, even if you have been using the club for many years and we are familiar with your child/ren.

In order to enable us to meet your child's individual needs, please ensure that you provide us with any information you have regarding any special requirements your child has.

Cancellations

Please note, if you have your child/ren booked into BC or ASC and they do not attend or you wish to cancel a particular session, you will be charged for these dates, unless you notify us at least 4 weeks in advance in writing (cancellations via email are acceptable).

Sessions missed due to illness are still charged for unless a child is ill for a period of 2 weeks or more.

Billing

Payments for bookings must now be made **in advance** of each half term in order to secure your sessions. You will receive communication in advance of each half term informing you of the amount owing for the forthcoming block of sessions.

Payments can be made via the following methods:

- Childcare voucher
- Government Tax Free Childcare Scheme
- Online Bank Transfer via Kids HQ

Please note, if payment is not received within 14 days of the date of initial fees communication, parents will forfeit their child's place with immediate effect as there is an extensive waiting list. You will be informed immediately by telephone and letter at this point.

If payment is still not received within 28 days, we will then be forced to forward your account to debt collection to recover the outstanding balance. This action will result in further charges being applied to your outstanding balance as the debt process progresses.

Responsibility for Payment

The responsibility for payment of fees, charges and penalties lies at all times with the person who has made the booking. Failure by the BC/ASC team to make a written or verbal request for payment does not constitute a reason for late or non-payment.

Procedure for Days of Absence

Parents must endeavour to inform the club of any change to the collection of children as soon as possible, but preferably before 2.45pm via the School Office. Please note, all changes to the collection of children must be sent to the School Office via email for Safeguarding purposes.

Changes to collection include:

- If you are collecting your child/ren yourself from school
- Your child/ren have not attended school due to illness
- You are going on holiday
- Your child is going to tea or a party with another child or attending another after school activity

The safety, welfare and security of your children during collection is our main priority. If your child is not at the agreed collection point we will instigate the missing child procedure, see appendix 2.

Refreshments

At both the BC and ASC, light snacks will be provided with the children being actively encouraged to become involved in food preparation and designing the menu. Introducing foods from other cultures is often a key element in designing menus, especially around cultural events.

West Jesmond Primary School operates a Healthy Eating policy (a copy is held in school) and aims to provide children with healthy foods during their time at the club. Staff hold a relevant Food Hygiene certificate.

We will aim to use lower fat products and will not actively promote high fat foods. We will also aim to use products low in sugar or with no sugar and high fibre bread. Healthy options to drink will be available. In addition, we will aim to provide fresh fruit when practical and water will be available to children at all times.

It is imperative to inform the club staff of any food allergies or dietary needs your child has.

Activities

The club offers a wide variety of activities for your child to be involved in and choose from, which may include:

- Arts and Crafts – drawing, painting, colouring, cutting, gluing, junk models, clay modelling, sewing, embroidery, and chalk pictures etc. Art and Craft activities will be messy, please wear clothes which can get messy. A change of clothing would be appreciated however, aprons are provided.
- Group Games – a wide variety of group games that may challenge your child physically or mentally.
- Other Activities – videos (watching and creating), computer and video games, Lego, K'nex and Meccano, reading, jigsaws, drama, cooking and food preparation.

All of the activities provided are designed to promote Social, Physical, Intellectual, Creative and Emotional skills in children.

Pocket Money and Valuables

Pocket money remains the responsibility of the individual child. Staff will not accept responsibility for money or personal belongings/toys. We prefer children not to carry money, expensive toys or mobile phones. We do not encourage children to wear expensive items of jewellery.

The school accepts no responsibility for personal belongings and past experience has shown us that valuable items can and do get lost or stolen. Therefore, we would advise you not to allow your child to bring treasured or valuable items into the club.

Health and Safety Policy

The health and safety of children in our care is paramount. To support this, we require the following information regarding your child:

- GP name, address and telephone number
- Known, existing health conditions
- Special dietary needs
- Contact person in case of injury or illness

There is also a qualified First Aider on site and good hygiene practice will be encouraged at all times, including handwashing before handling food and after using the bathroom.

Sick Children Policy

In the unlikely event of a child being unwell on arrival, parents/carers may need to be contacted to take the child home.

In the event of a child becoming unwell at the club, parents/carers will be contacted immediately and a member of staff will care for the child until the child is collected. The club reserves the right to accept a child who is unwell.

Long term health conditions e.g. chronic illness or allergies will be appropriately managed by the team. It will however be the responsibility of parents/carers to ensure that staff are aware of the child's needs and to advise staff on the administration of medication.

Exclusions

Children suffering from infectious diseases will be excluded from attending play settings for the periods specified by the Director of Public Health for Newcastle. If any children are exposed to any such infectious diseases whilst at the club, parents/carers will be notified. (Please see the Communicable Diseases chart, appendix 1.)

Accidents or Injuries

In the event of an accident resulting in an injury, a member of staff trained in Paediatric First Aid will assess the severity of the injury and take appropriate action.

An accident form will be completed for all accidents and the parent/carer will be informed in writing and verbally at the end of the session. Parents/carers will be asked to countersign the accident form to show that they have been made aware of the incident.

Fire Procedure

Fire procedures are visible in all settings. Please make sure you make your children aware of the fire procedures and encourage them to comply with staff's requests. Fire Drills will be carried out on a regular basis.

Kitchen

All kitchen appliances/utensils will be kept in a safe and secure place away from the children. Staff maintain a high level of hygiene whilst preparing food, many of the staff have Food Safety certificates.

Play Equipment

Complex play equipment e.g. badge machines, candle making kits, are inspected for safety and have specific safety guidelines which all staff receive training in.

Administration of Medicines Procedure

Before you apply for staff to administer any medicine, we request that you first discuss with your GP the possibility of the timing of the medication being changed to either before or after your child is in our care.

Medication will be accepted by a member of staff who will complete an administration of medication form which will be authorised by a Senior Playworker.

You should supply medicines in the original container and all prescribed medicines must have the prescription label intact.

Any equipment necessary for administering the medicine e.g. spoons, inhalers, droppers, must be provided by you and be clearly labelled with your child's full name and DOB.

Behaviour Management

The behaviour of children will be managed in line with the school's Behaviour Management policy.

There is no smoking allowed on school premises. Adults should not be intoxicated or under the influence of any other substances when dropping off or collecting their children from the club.

We request that all service users avoid using language that might upset or offend other users. Please be considerate of others in all your actions whilst at the club.

Violent behaviour towards any child, member of the public, staff or volunteers will not be tolerated and legal action may be brought against any persons who act in this manner.

Equal Opportunities Policy

West Jesmond Primary BC and ASC is committed to ensuring equality of opportunity through the development, coordination and delivery of services and seeks to redress inequality of opportunity.

We are committed to counteracting discrimination on the grounds of race, colour, nationality, ethnic or national origin, gender, sexuality and marital status, responsibility for dependants, religion, age, disability, health, HIV status, class, educational background or employment status.

Our work to achieve this is underpinned by our commitment to the following principles:

- Celebrating diversity and challenging disadvantage and discrimination
- Participation, involvement and inclusion of children and young people
- Valuing and developing staff
- Openness and accountability.

Inclusion Policy

West Jesmond BC and ASC believes that every child is entitled to be fully included in all activities. We strive to provide a supportive environment that enables all children to reach their potential by working in conjunction with support services and other agencies where possible.

Safeguarding Children Policy

West Jesmond BC and ASC aims to create an environment in which children are safe and in which any suspicion of abuse and neglect is promptly and appropriately responded to. In order to achieve this:

- All staff have undertaken enhanced DBS vetting before they start working
- All staff have regular and updated Safeguarding training
- Volunteers, visitors and other people who have not received appropriate vetting clearance will not be left alone with children.

Staff are legally required to report any suspicions, disclosures and concerns that may arise and are legally required to abide by West Jesmond Primary School Safeguarding policy, procedures and guidelines.

Complaints

West Jesmond Primary School has a Complaints procedure. Complaint forms are available on request from school or on the City Council website: complaints@newcastle.gov.uk.

You may also contact Ofsted:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 4666
enquiries@ofsted.gov.uk.

Appendix 1

CONDITION	RECOMMENDED PERIOD OF EXCLUSION	COMMENTS
Chickenpox	For 5 days from onset of the rash.	Female staff and vulnerable children at greater risk. It is not necessary to wait until spots have healed or crusted.
Colds and 'Flu'	From onset of symptoms if child is unwell.	Exclusion is not necessary if the child is not unwell.
Diphtheria	For 14 days from the start of antibiotic treatment or 2 negative nose and throat swabs.	Communicable disease unit to be contacted.
Head Lice	None as long as child is being treated.	Exclusion should only take place if treatment is not undertaken. Parents should be informed to examine other family members and treat if necessary.
Hepatitis A	5 days from onset of Jaundice or pale stools.	
Impetigo	Until lesions are crusted or healed.	If lesions can reliably be kept covered, exclusion may be shortened.
Measles	5 days from onset of rash.	Vulnerable children at higher risk.
Meningococcal Meningitis/ Septicaemia	Contact CDC who will advise on action.	There is not normally any reason to exclude siblings or other adult contacts.
Meningitis not due to Meningococcal infection	CDC will advise but it is not necessary to exclude if child is well.	If child is well, infection risk is minimal.
Poliomyelitis	Contact CDC.	This is rare due to immunisation.
Mumps	5 days from onset of swollen glands.	Male staff at risk.
Rubella (German Measles)	5 days from onset of rash.	Female staff at greater risk. Pregnant staff must not be exposed.
Scabies	Until treated.	All persons in household should be treated.
Slapped cheek or Fifth Disease (Parvovirus)	Exclusion not necessary.	Female staff at risk.
Scarlet Fever	5 days from commencing antibiotics.	
Tuberculosis	CDC will advise on action.	Requires prolonged close contact to spread. Not usually spread from children.
Vomiting & Diarrhoea	24 hours after symptoms have settled.	
Whooping Cough	5 days from commencement of antibiotics.	Coughing may continue for many weeks.
E Coli	Seek advice from CDC	

Missing Child Procedure
Appendix 2

