



# Before and After School Club and Holiday Care

**Parents' Handbook**

## **ABOUT THE CLUB**

**ABC Extra** opened in July 2010, and is registered to provide childcare for up to 26 children aged 2 to 12 years. It is open from 8am to 8.45am for our Breakfast Club and 3pm - 5.30pm for our After School club, weekdays, during term time. We also offer a Holiday Club open 8.30am - 4pm during the school holidays, with the exception of the week between Christmas and New Year and a week over the Easter Holidays. We are registered with Ofsted.

Our Breakfast club, After School club and Holiday Club are based in the ABC Pre-school building.

We have access to outside play areas at both the nursery site and the infant hall, and have been given unlimited access to the fielded area of the school during the holidays.

Children will be taken over to the school at 8.45am and left with the teaching staff, after school younger children will be collected from their teachers or playground, and older children will meet in a designated place by the Junior gate. All children will be checked against a daily register and escorted to the setting by our staff team.

### **Aims**

The club aims to provide a safe and secure and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities which will stimulate and interest the children.

### **What we offer**

We offer a wide range of activities, incorporating cookery, craft,, board games, reading, imaginary play, construction, sport and much more. During their time at the club children choose activities that suit them best. Breakfast is provided to children attending the Breakfast club, and a snack and drink are provided each day at the After School club; however this is not intended to substitute for a main evening meal that the child may receive at home. 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 and milk is available at all times. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

## **Staffing**

ABC Extra is staffed by either a manager or deputy manager, and additional staff. The aim is to provide a smooth transition between school and club. We also have bank staff available to cover absences, when regular staff are ill or attending courses. All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Criminal Records Bureau. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

## **Organisation**

ABC Extra is run as a private business and is a sub division of ABC Pre-school. We maintain a close working relationship with Swalecliffe CP School in order to ensure continuity of care.

## **Policies and procedures**

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request. Copies of all of our policies and procedures are also available to view on our website.

# **TERMS AND CONDITIONS**

## **Admission**

It is our intention to make ABC Extra accessible to children and families from all sections of our local community. Admission to the club is organised by the Managers and a waiting list system may be implemented 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 day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

Re-enrolment is required at the end of the summer term. Places will not be kept open for children unless a new registration form is completed.

## **Payment of fees**

The current fee structure is as follows:

Breakfast club - 8am-8.45am £3 per child per day

After school club - 3pm-5.30pm £7.30 per child per day

Holiday club - 8.30am - 4pm £22.50 per child per day or £3 per hour

Fees are payable in advance by cash or cheque. Cheques should be made payable to 'ABC Pre-schools'.

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

Bank holidays and professional days will not be charged for.

Late payment without prior agreement with the managers or deputy manager will result in your place being terminated.

ABC Extra aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

If you are having difficulty paying fees, please speak in confidence to the Manager.

## **Changes to days and cancelling your place**

One month's notice of termination or of changes in attendance must be given.

Requests for changes to days should be made to the managers or deputy manager and will be accommodated where possible.

## **Temporary changes**

Please remember that we need to know if your child (or children) will not be attending ABC Extra for any reason. Even if you have informed your child's school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let us know by THURSDAY at the latest. 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.

## **Induction**

The child and parents/carers will be invited to come and see the club before the child's first day whenever possible.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including snack times, collection, children's meetings etc).

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

## **Arrival and departure**

Children are collected from Swalecliffe School as detailed above, and are then escorted to the venue. A register is taken each afternoon and a signing-out sheet is used. Please ensure this is completed for each child collected.

A copy of our Collection and Departure Procedure is available in the setting or via our website.

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted.

The club finishes at 5.30pm prompt, if you are delayed for whatever reason please telephone to let us know. A late payment fee of £5 per 15 minutes will be charged if children are collected after 5.30pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

## **Child Protection**

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

## **Equal Opportunities**

ABC Extra is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variability to provide for the cultural mix of the club's children.

## **Special Needs**

ABC Extra will make every effort to accommodate and welcome any child with special needs. We will work in partnership with parents/carers, teachers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

## **GENERAL INFORMATION**

### **Behaviour**

Rules have been created for desired behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is distributed to all members:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

ABC Extra aims to 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

ABC Extra will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

### **Illness**

We are unable to care for children who are unwell.

Please inform the manager/deputy of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 24 hours after the illness has ceased.

### **Accidents and First Aid**

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. Several of our staff are trained in first aid and a first aid kit is kept on the premises. We keep records of all accidents in our Accident Book and parents are asked to read and sign this when they collect their child.

### **Medication**

Only prescribed medication will be administered to any chills. Over the counter medication cannot be given. Please let the manager/deputy know if your child is taking prescribed medicine and if the medication needs to be administered during club time.

## **Complaints Procedure**

We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Managers or Deputy Manager. Please also see our Complaints procedure.

## **PLEDGE TO PARENTS/CARERS**

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 the 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.

## **CONTACT INFORMATION**

ABC Extra  
Swalecliffe CP School  
Bridgefield Road  
Swalecliffe  
Kent CT5 2PH

**ABC Extra Contact number during school time: 01227 280444**

**ABC Extra contact number during after school and holiday sessions (if out)  
07795 624431**

**Ofsted Registration No: EY411314**

### **Correspondence Address:**

80 Glenbervie Drive  
Beltinge  
Herne Bay, Kent  
CT6 6QN

### **ABC Extra Staff**

Manager:	Rachel Shulver
Manager:	Michelle Bush
Deputy:	Julie Holt

### **Ofsted**

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