



Parents' Handbook

ABOUT THE CLUB

Conker Club provides childcare for children aged 4 to 7 years. We are open from 3.00pm until 6.00pm weekdays during term time.

The club is based in North Farnborough Infant School.

Aims

The club aims to provide a safe, secure and relaxed environment for the children in our care in familiar surroundings. All the staff working in the club are fully trained. We endeavour to provide an atmosphere and activities similar to those found within the home.

What we offer

The club offers children the opportunity to socialise and play with other children of all ages. They are able to enjoy a wide range of activities at the club of their own choosing, including drawing, craft, board games, reading, imaginary play, construction, and outdoor activities, weather permitting.

A snack and drink are provided each day at around 4.30pm; however this is not intended to substitute for a main evening meal at home. We recognise the importance of healthy nutrition for children and aim to provide a balanced choice of snacks in a calm and friendly setting. Fresh drinking water is available at all times. The children are encouraged to clear away after themselves when they have finished eating.

Staffing

Conker Club is staffed by the manager, deputy manager, SEN, and four playworker assistants. 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 are fully qualified who 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 have been checked through the Disclosure and Barring Service. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

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 policies relating to fees, behaviour and admission will be distributed to all users as and when they are reviewed.

TERMS AND CONDITIONS

Admission

It is our intention to make Conker Club accessible to all children attending North Farnborough Infant School. Due to the popularity of the club a waiting list system may be implemented when the need arises. Please see the Admissions and Fees Policy for further information.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential. Please remember to notify us if any of the information provided on this form changes.

Payment of Fees

The current fee structure is detailed in the Charging policy. Fees are payable in advance by cash, cheque, BACs or on-line. Cheques should be made payable to “Conker Club”. We also accept Childcare Vouchers.

The daily fee is payable for all term-time sessions including when your child is sick, on holiday, or on a school trip (including residential visits).

Non-payment may result in your place being terminated.

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

Changes to Days and Cancelling your Place

One months notice of termination must be given. Requests for changes to days should be made to the Manager and will be accommodated where possible.

Absences

Please remember that we need to know if your child (or children) will not be attending After School Club for any reason. Even if you have informed your child's teacher, we still need to know. If a child is absent without explanation the Missing Child procedure will be implemented.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the staff know as soon as possible. In cases of illness or emergency when notice cannot be given, please call as soon as you can.

Induction

The child and parents/carers may come and see the club before the child's first day. 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.

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

Arrival and Departure

A register is taken each afternoon and a signing-out sheet is used. Please ensure this is completed for each child collected. Children should always be collected by a named adult. If you have arranged for someone else to collect your child please let us know as we will not let a child leave the Club with a stranger.

Please ring the bell at the side gate to gain admittance to the club setting when collecting your child/ren making sure that you also collect all their belongings from the hall. Any items left in the hall at the end of each session will be placed in Lost Property. Parents may use the car park at the front of the school while collecting their child/ren from the After School Club.

The Club finishes at 6.00pm. If you are delayed for whatever reason please telephone the Club to let us know. If the Club is not informed then the provisions of the Uncollected Children Policy will be implemented. Please note that, except in exceptional circumstances, a late collection charge will apply (see our collection policy).

If a parent is consistently late in collecting their child from the Club we reserve the right to withdraw the place.

Child Protection

We aim 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

Conker Club is committed to equal opportunities as stated in our Equal Opportunities Policy.

Special Needs

Conker Club will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific 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

Children and staff have created rules for behaviour whilst at the Club. These are displayed for children to see.

We have in place our Behaviour Management Policy 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.

Conker Club 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

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

The Club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club.

Conker Club recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

Illness

We are unable to care for children who are unwell.

Please inform the Manager/Deputy Manager 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 48 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. All staff are trained in paediatric first aid and first aid kits are kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

Medication

Please let the staff know if your child is taking prescribed medicine and/or medication needs to be administered during club time.

Mobile Phone Policy

Mobile phones are not to be used on site, either by parents or staff. There is one mobile phone on site, situated on the table in the hall, which is password protected and not accessible to children, this is the Conker Club phone, for parents to contact us either by email, message or call, regarding your children.

Complaints Procedure

Conker Club is run for the users. 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 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 three to seven working days of receiving the complaint and a full written response will be given within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

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, named key worker for reception children, 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.

CONTACT INFORMATION

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Deputy:	Beverley Cole
Playworker Assistants:	Sian Burrage Emily Skinner Caroline Charman
Administrator:	Rebecca Syme-Rumsby