

**Bournville Out of School Club**

**Parents’ Handbook**

About the club

Dainty Little Hands Ltd Out of School Club at Bournville is registered with Ofsted (registration number EY560211) and is based within the school. The club is open from 7.30AM until 9.00AM for Morning Club and 3.10pm until 5.30pm for Afternoon Club weekdays, during term time. We can also offer holiday care where there is viable take up.

Aims

At Dainty Little Hands Ltd Out of School Club we aim to provide a safe and 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, cookery, and reading. We plan weekly themes to compliment the curriculum, and support EYFS and SEND children with their individual learning targets within the session.

What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to take part as food monitors, taking orders from the group and helping to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is always available. 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. We request that food be consumed whilst sitting at the snack table.

Staffing

Our Club is staffed by a Club Manager and 1-2 playworkers. In addition, we may have volunteer staff. We aim to provide a smooth transition between school and club.

All 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 over the age of 4, and a ratio of 1:10 for children over the age of 8 and up to 11 years.

Staff also have designated roles:

Donna Knight: Club Manager, DSL, EYFS Lead Paediatric First Aid. Food Hygiene

Natalie Hatfield: Club Assistant, EYFS, Food Hygiene.

Management team:

**Jayne Dainty:** Company Owner and Director, Child Protection Officer, Designated Safeguarding Lead, Health and Safety Officer & Fire Safety Officer

**Aimee Smith:** Support Manager, Designated Safeguarding Lead, Finance Officer.

**Tom McCaughey:** Support Manager, Designated Safeguarding Lead.

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 our team (contact details are at the back of this Handbook).

Organisation

Bournville Out of School Club is run as a private business, our Head Office is based in Walsall which is just North of Birmingham. The office address can be found at the back of this handbook.

We enjoy a close working relationship with Bournville Primary School in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are always available for parents to consult.

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 Club 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, except for siblings who will have priority for the same days as a sibling already attending.

We require a completed set of registration questions on our online system (Ipal) 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 review your completed registration form and make an advance payment to secure your place.

Payment of fees

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

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one week may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Club Manager.

Changes to days and cancelling your place

You must give us two weeks’ notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Club Manager. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. 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. Please note you will still be charged for their place in 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 Club Manager 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

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 mealtimes, 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.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect children from 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.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 5.30pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10.00 per half an hour will be charged if you collect your child after the Club has closed. You may also be asked to contribute towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.00pm 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 Policy** and contact the Local Authority Social Care team.

**Visitors**

Our Club ensures that the premises remains a welcoming place for visitors who have a legitimate reason to be on site. This includes parents, official visitors such as Ofsted and local authority inspectors, and contractors on site to perform pre-arranged jobs. However, our provision recognises that its fundamental priority is for the safeguarding, security and safety of its children, and as such, all visits to the site will be strictly by arrangement with the provision Manager only.

Visitors will be required to sign in using their name and company is relevant, their purpose of visit and time of arrival and departure. Visitors will also be given visitor badges to wear at all time. Any unexpected or unknown visitors may be asked to make an appointment at another time.

See our **Visitors Policy** for more information.

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 see our **Child Protection and Safeguarding 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 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, see our **Equalities Policy**.

**Emergency Shutdown**

Every effort will be made to keep the Club open, however in exceptional circumstances, we may need to close at short notice. This decision would not have been taken lightly and may well have been determined by an external body such as the local authority. We will make every effort to minimise the inconvenience to staff, children and parents, and will aim to re-open as soon as is practicable.

There will be no refund of fees if the club closes for a one-off short-term incident such as a snow day. In the event of a prolonged forced closure, we must ensure that the club remains financially viable. If the closure is forced by an event that is covered by insurance, we will not charge for sessions during the closure. However, it is unfortunate that not every event can be insured against, and therefore if we are faced with a situation that is not covered, we must still charge a retainer fee of 50% of your normal charges per week to retain your child’s place at the club, and to ensure we can continue to maintain the viability of the business.

For more details see our **Emergency Shutdown Policy.**

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.

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

The Club promotes the ethos of care, consideration and respect for everyone attending i.e. 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.

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.

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 Club 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 Policy** for more details.

**Amended Policies due to Coronavirus (COVID-19)**

Please note, we have amended and added to the following policies in consideration of the current Government guidance and in line with the Host School’s amended policies and procedures –

* Health and Safety policy
* Child Protection and Safeguarding Policy
* Behaviour Management Policy
* Infection Control Policy
* Arrival of Children Policy
* Collections and Departures Policy
* Emergency Planning Policy
* Emergency Shutdown Policy
* Food Safety Policy
* COVID-19 Hygiene and Infection Control Early Years Policy
* Ill or Injured Child Policy
* Visitors Policy

Accidents and first aid

Every precaution is always taken to ensure the safety of the children, 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 our **Illness and Accidents Policy**.

Medication

Please let the Club 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 Medical Form in advance. See our **Administering Medication Policy** for more details. All medication needs to be clearly labelled, sealed and in date with the use by date clearly indicated and recorded on the Permission to administer Medication form.

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 Club 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 full copy of our **Complaints Policy** 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 always 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.

Contact Information

Out of School Club

[Bournville Primary School](http://www.st-giles.walsall.sch.uk/british-values/)

<http://www.bournvilleschool.org/>

Hay Green Lane, Birmingham B30 1SH

0121 4753881

Club mobile number: 07739526221 (Please leave a voice message if there is no reply.)

Ofsted Registration No: EY560211

Correspondence Address:

Dainty Little Hands Ltd

Suite 1-2 Centre House, Court Parade

Aldridge, Walsall

WS9 8LT

Tel : 01922 219038

**Your Club: 07739526221 (this number is only available when club is in session, any other time refer to the numbers below)**

Management Team

Jayne Dainty – 07843391751

Tom McCaughey - 07342752092

### Aimee Smith - 07850796213

Early Years and Childcare Service

🕿 0121 464 2612 – Early Help Team

MASH – 03005552866

LADO – 0121 675 1669

Children’s Advice Support Service (CASS) - 0121 303 1888

Ofsted

Piccadilly Gate  
Store Street  
Manchester M1 2WD

Tel: 0300 123 1231



Dainty Little Hands Ltd

Out of School Clubs

Bourneville School

Contract with Parents

Child’s name­­­:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parent/Carer’s name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* I consent for my child to attend Dainty Little Hands Ltd Out of School Club. I understand that the Club has policies and procedures (which are available for reference at the club, on the website and in IPAL), and that there are expectations and obligations relating both to the Club and to myself and my child, and I agree to abide by them.
* I understand that Dainty Little Hands Ltd Out of School Club is a play setting and that whilst my child is there Dainty Little Hands Ltd Out of School Club is legally responsible for him/her.
* My child will be provided with a snack and drink whilst at the Club unless otherwise requested.
* Once my child arrives at Dainty Little Hands Ltd Out of School Club, he/she will be in the care of Dainty Little Hands Ltd Out of School Club until collected and signed out by an authorised person.
* Due to current Government Guidance and the imposed restrictions Dainty Little Hands Ltd Out of School Clubs are working under, I understand that my child will be cared for within a bubble no larger than 15 children and where possible in her/his own year group.
* I will therefore book my child into the Club on a two-weekly basis and will pay for all booked sessions two weeks in advance whether my child attends or not (e.g. due to illness or holidays). I understand that payments are to be made using the IPAL system and agree to register using this booking system. The link to IPAL is <https://daintylittlehandslimited.schoolipal.co.uk/auth/login> for future log ins. THIS WILL ASSIST DAINTY LITTLE HANDS CLUBS TO MANAGE THE BUBBLES EFECTIVELY WITH MINIMUM DISRUPTION.
* I will PERSONALLY notify the Club before the start of the session if I am collecting my child **from school** on a day that he/she is **NORMALLY** booked to attend the Club, so that the staff do not worry that my child/children are unaccounted for. I understand that I will be charged for the booked session. I understand that I can call Aimee on 07850796213 or Tom on 07342752092 who will inform the Club of the arrangements.
* It is my responsibility to keep the Club Manager informed of any alterations to the information regarding my child (e.g. contact details, medical conditions, etc).
* I accept that my child may take part in messy activities while at Dainty Little Hands Ltd Out of School Club. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
* Dainty Little Hands Ltd Out of School Club closes at 5.30pm. If, due to unforeseen circumstances, I am going to be late, I will contact the Club Manager/Deputy as soon as possible.
* If I do not collect my child by 5.30pm I will pay a charge of £10 and then a further £10 for every 30 minutes to cover the costs of the staff who are legally required to supervise my child. This clause will be temporarily removed during the Autumn/Winter term 2020 to assist parents in settling into a new routine upon returning to work and school
* If I do not collect my child by 6.00pm, and the Club has been unable to reach me or any of my emergency contacts, I understand that Dainty Little Hands Ltd Out of School Club will follow its **Uncollected Children Policy** and contact Social Care.
* Whilst Dainty Little Hands Ltd Out of School Club tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child’s property whilst at the Club.
* I have read the Club’s **Behaviour Management Policy** and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the Club Manager.
* If there are any accidents or incidents at Dainty Little Hands Ltd Out of School Club involving my child, I will be informed.
* If my child has an accident at the club, he/she will be treated by a qualified First Aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from Dainty Little Hands Ltd Out of School Club will sign any consent forms necessary for treatment on my behalf, as stated on the Club’s Medical Form.
* Information held by Dainty Little Hands Ltd Out of School Club regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the Club has a legal duty to pass certain information on to other agencies, including Police, Social Care and Health Care professionals.
* I understand that aggressive and abusive behaviour towards staff will not be tolerated.
* I agree that I will not use a camera, mobile phone, or other mobile device on club premises, as outlined on page 11 of the **Child Protection and Safeguarding Children Policy**.
* I understand that due to conditions beyond the Club’s control, i.e. illness pandemic, School closure, and other situations that stop the Club from safely operating, Dainty Little Hands Ltd Out of School Club will require a 50% retainer fee to be paid on a weekly basis which will be calculated based on service use, in order to support the viability of the service. Please refer to our Emergency Shutdown policy for further information.
* If my child shows signs of sickness and/or diarrhoea, I understand that my child should remain absent from the Club for 48 hours after the symptoms have subsided.
* Dainty Little Hands Ltd Out of School Club ensures that every child is safely picked up from the Club. Therefore I will provide full details of all authorised collectors for my child, and agree to providing proof of identity and will arrange a password with the Club for when my child is picked up to ensure my child is safeguarded at all times.
* I have read and understood all policies that have been amended in line with Government guidelines in connection with the COVID-19 pandemic.
* I understand that Dainty Little Hands Ltd Out of School Club reserves the right to amend the terms and conditions.
* I have read all parent policies as follows –

1. Child Protection and Safeguarding Children Policy
2. Emergency Shut Down Policy
3. Visitors Policy
4. Uncollected children policy
5. Illness and Accident Policy
6. Arrival and Departure Policy
7. Equal Opportunities Policy
8. Administration Medication Policy
9. Behaviour Management Policy
10. Induction of Children Policy
11. Complaints Policy

I have read and understood the above terms and conditions and I agree to abide by them.

Parent/Carer’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Carer’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_