

Welcome to Hebble Harlequins @ Bolton Brow

We hope that your child will enjoy attending the club and that the information contained in this booklet will answer any queries you may have.

We would ask that you read this booklet very carefully as it contains many of the terms and conditions for those using the club. Adherence to these is essential if the club is to continue to operate smoothly.

Hebble Harlequins @ Bolton Brow is managed by Chloe Byrnes and is a branch of Hebble Harlequins @ Gail & Jason's. Hebble Harlequins @ Gail & Jason's is a Limited company owned by Gail Broadbent and Jason Spencer.

Our ethos is to provide an out of school service, which is a safe and caring environment within which all children who attend can relax, develop and learn as they play and have fun.

The information in the booklet is under the following headings:

- Staff
- Ofsted
- Key Persons system
- Registration
- Fees
- Attendance at the club
- Holiday club
- Cancellations
- Delivery to and collection from school
- Collection from the club
- Uncollected children policy
- Policies and Procedures
- Complaints procedure

KEY STAFF

Role	Staff Member	Qualifications and experience
Owner	Gail Broadbent	Certificate of Higher Education level 4 NVQ 4 in child care/management NNEB NVQ 3 in Playwork and progression award Child protection Paediatric First aid Food safety EpiPen training
Owner	Jason Spencer	NVQ 3 Diploma in Playwork NVQ 2 in Playwork Child protection Paediatric First aid Food Safety EpiPen training
Manager Full time	Chloe Byrnes	NVQ 3 in Playwork NVQ 2 in Playwork Foundation in Playwork Currently studying level 4 play work Child protection Paediatric First aid Food safety EpiPen training
Playworker Before school	Julie Healey	Training to commence January 2016 Paediatric First aid Food safety Child Protection
Playworker After school	Leanne Boddy	Training to commence January 2016 Paediatric First aid Food safety Child Protection
Playworker	Paige Gibson	NVQ Childcare and Education Level 2 Currently studying NVQ 3 in Child Care and Education Paediatric First aid EpiPen training Child Protection
Playworker Full time	Marie Gear	Foundation in Playwork NVQ 3 in playwork Paediatric First aid
Playworker After school	Cara Crosland	Training to commence in January 2016 Currently studying health and social level 3

All staff working at Hebble Harlequins @ Bolton Brow will have a full background check via the Disclosure and Barring Service and attend half termly supervisions and regular training courses.

OFSTED

Hebble Harlequins @ Bolton Brow is currently awaiting an Ofsted registration number.

Hebble Harlequins @ Gail & Jason's is registered with Ofsted
You can contact Ofsted on 0300 123 1231 or enquiries@ofsted.gov.uk.
Our Ofsted registration number is EY431332

Our first inspection was on 1st August 2012 and we were awarded the grade 'GOOD'. You can read our report on the Ofsted website.

KEY PERSON SYSTEM

Hebble Harlequins @ Bolton Brow operates a key person system in line with the EYFS for children up to the end of reception class. This means that a nominated member of the staff team will have special responsibility for your child.

Staff will observe children during play and take note of their achievements and interests. These will be recorded along with photographs in the child's learning journey. Children are encouraged to contribute to this learning journey.

Staff also maintain a two way flow of information with the class teachers.

REGISTRATION

Parents wishing to use the club must register their child and will be asked to complete and sign a registration form for each child in the family.

A registration fee of £20 per family will be charged and this must be paid before the child's first session at the club. This is an annual fee and is charged for every school year from 1st August up to 31st July.

Included in the registration form is a declaration that parents agree to abide by the terms and conditions of the club.

Registration forms are updated annually. If any of the child's details change during the interim period the club must be updated.

PAYMENT OF FEES

The club fees are currently:

Session	Times	Price
BREAKFAST CLUB	07:30 – 09:00	£5.50 per child or £10 per family
AFTER SCHOOL CLUB	15:15 – 18:00	£9 per child

Fees must be paid:

- Weekly in advance
- Monthly, half term or full term in advance.
- Vouchers in advance (please quote your child's name as a reference)

A payment plan will be agreed on completion of registration form.

All bookings must be paid for whether or not your child attends.

Payment can be made by cash, Bank Transfer or via voucher companies
(Edenred Acc no. P20663891)

Bank details

Lloyds TSB

Hebble Harlequins Limited

Sort code (Available on request)

Account number (Available on request)

(Please quote your child's name as a reference)

ATTENDANCE

Chloe must know in advance when your child will be attending the club.
We can take up to a maximum of 16 children.

Bookings can be made via a booking form, at the club or alternatively by telephone.

- Chloe 07879 038187
- Gail 07772 933851
- Jason 07766 831194

Bookings can be made for the after school club for whatever suits your circumstances, subject to availability, e.g. you can make a block booking for every evening or every Tuesday etc.
Alternatively, you can make occasional bookings, e.g. if other childcare arrangements break down.
If the places available are oversubscribed allocation will be based upon the admissions policy.
All bookings must be paid for whether or not your child attends.

THE HOLIDAY CLUB

Hebble Harlequins @ Gail & Jason's operates the holiday club from Spring Hall, Salterhebble.
If you would like to use the holiday club please make a booking through Chloe or Gail.

The Holiday Club will only run if there is enough demand and there is sufficient income to cover the running costs. A decision is made as soon as possible after the deadline date in order to let people make alternative arrangements if necessary.

Bookings for the holiday club must be made in advance on the appropriate form. This must be returned before the deadline date.

Your child is required to bring a packed lunch every day they attend the holiday club.
Breakfast is served before 9.00am and a snack is offered after 4.00pm.
All bookings must be paid for whether or not your child attends.

Session	Times	Price
HOLIDAY CLUB Half Day session	09:00 – 15:30	£17 per child There is an additional charge for outings.
HOLIDAY CLUB Full session	07:00 - 18:00	£27 per day There is an additional charge for outings.
HOLIDAY CLUB Morning session	07:00 - 13:00	£16 per child There is an additional charge for outings.
HOLIDAY CLUB Afternoon session	12:00 - 18:00	£16 per child There is an additional charge for outings.

CANCELLATIONS

You **MUST** notify Chloe in advance if your child is not going to attend the club. We would appreciate as much notice as possible.

If you no longer require a place at the club you are required to give 4 weeks' notice. This period must be paid for.

DELIVERY TO SCHOOL

Children who attend the breakfast club will be taken to school from the club at 8:45am.

All children will be provided with a high visibility jacket to wear.

The staff at the club will ensure all children go into school safely and will pass messages on to teachers as required.

The reception children will be taken into their classroom or handed over to the reception teacher.

COLLECTION FROM SCHOOL

Children attending the after school club will be collected from school.

All Children will be collected from their class by a member of staff.

A register is then taken and each child will be provided with a high visibility jacket to wear. All children will then be taken to the club together.

Hebble Harlequins @ Bolton Brow are willing collect children from after school activities, but we must be made aware of your child's activity in advance.

COLLECTION FROM THE CLUB

All children must be collected from the club by 6pm at the latest by one of the people named on the registration form.

Anyone collecting a child after 6pm, for whatever reason, will be charged a fee of £20. In the event of a dispute, the clock at the Club will be used.

You should make sure that Chloe knows who will be collecting your child from the club each day, as children will only be allowed to leave with a person named on the registration form.

You should inform your child that they must only leave the premises when accompanied by a person named on the registration form or a member of staff.

Should the person collecting your child encounter any unforeseen circumstances or delay, they should try to contact Chloe as soon as possible to enable alternative collecting arrangements to be made.

UNCOLLECTED CHILDREN

If children are not collected by the end of the session and no communication has been received by or on behalf of the parent/carer then:

- Two members of staff will remain at the club with the child and reassure them.
- A member of staff will try all emergency numbers in the appropriate order.
- If after one hour no contact has been made with the parent/carer and all reasonable avenues to reach them have been tried by staff and the child is still uncollected, then the police and social services are to be contacted and the child passed into their care.
- Emergency contact numbers are collected once a year on the registration forms and parents/carers are asked to inform the club immediately if any contact details change.

HEBBLE HARLEQUINS @ BOLTON BROW'S POLICIES AND PROCEDURES

All policies and procedures are available on request.

Additional/special needs policy
Adminstrating medication procedure
Admissions policy
Arrivals and departures
Behaviour management policy
Cleaning procedure
Closing
Communication policy
Complaints procedure
Confidentiality policy
Dealing with racial harassment
Documentation and information
Equal opportunities
Fees
Fire and evacuation procedure
First aid policy
Food and hygiene policies and procedures
Health and safety
Infectious and communicable diseases
Involving and consulting children
Key person system
Observations
Operational plan
Outdoor play procedure
Outings
Procedure for new staff
Registration fees
Risk assessment
Safeguarding
Security policy
Settling in
Smoking policy
Snack policy
Staff
Staff uniform policy
Student and volunteer policy
Sun protection procedure
Suspensions and exclusions
Transition procedure
Uncollected children policy and procedure
Whistle blowing procedure
Working with parents policies and procedures

COMPLAINTS PROCEDURE

We aim to provide the highest quality of care for all our children. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our Club at any time. If however there are times when parents/carers feel dissatisfied or unfairly treated the procedure is detailed below:

- Any parent/carer who is concerned about any aspect of the Club's service should first of all talk over any worries and anxieties with Chloe. Thereafter please contact Gail 07772933851 or Jason 07766831194.
- If this does not have a satisfactory outcome within seven days, or if the problem reoccurs, the parent should put the details in writing to either Gail or Jason. Full details of the complaint along with relevant names dates etc should be included.
- Gail or Jason will acknowledge the complaint and fully investigate the matter within 14 days. If for any reason there is a delay we will keep the parent up to date. Following the investigation we will issue a full reply.
- The response issued will be copied to any staff member involved, with recommendations for any action to be taken.

Most complaints should be resolved informally or at this initial stage. If the parent/carer is not satisfied with the outcome, they will be advised to report the complaint to Ofsted.

The Role of the Registering Authority

In some circumstances, it will be necessary to bring in the registering authority, Ofsted, who have a duty to ensure laid down requirements are adhered to. They would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both the parents and the Club would be informed and the Co-ordinator would work with the authority to ensure a proper investigation of the complaint and appropriate follow up action.

The Ofsted complaints helpline is 0300 123 1231 and their website address is www.ofsted.gov.uk. Alternatively write to:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

We believe that it is the best interests of both the Club and parents that complaints should be taken seriously and dealt with in a fair and objective manner.

A record of all complaints against Hebble Harlequins @ Bolton Brow and/or the children and/or the staff at the club is kept, including the date, the circumstances of the complaint and how it was managed. All complaints are accessible to all staff and parents via Chloe, Gail or Jason.