

Kids Club at BT
Parents' Handbook



ABOUT THE CLUB

Kids Club at BT is registered with Ofsted (Registration No EY 2694552) and is based at Bishops Tachbrook School. The club is open from 7:45am – 8:45am and 3.15pm until 5:45pm weekdays, during term time. We also offer holiday care from 8.30am to 4:30pm.

You can download our last inspection report here:

<https://reports.ofsted.gov.uk/provider/16/2694552>

We are based at Bishops Tachbrook Primary School, in The Lodge. You can access The Lodge by using the side gate at the right of the school. The Lodge is located by the side of the playground and we have access to the school field, playground, Orchard, Forest School area, peace garden and trim trail whilst the children are not at school.

Aims

At Kids Club at BT 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

Kids Club at BT is a combination of different clubs you can choose your child/ren to do. Our After school Club in The Lodge 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, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select from our equipment library.

We also offer specialist clubs that you can book your child onto. These may include different types of sport, music, dance, drama STEAM, computing.

What we provide

During our before school club each child will be given a breakfast of which they can choose from a selection of cereals, fruit or pastries. The food we provide at the After school Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables, and a choice of sandwiches from the menu. 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 is available at all times. 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. All children can then enjoy each others company at the same time whilst enjoying their snack sitting at the tables.

Staffing

Kids Club at BT is staffed by a manager Leanne Humphries, deputy manager Gill Robiquet and playworkers/ sports coaches/ specialist coaches. Our aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:16. Whilst we have under 5s and until they are settled we will have an extra member of staff to support their transition into wraparound. For how long will be decided by the club manager, taking into consideration the nature of the children.

The Staff also have designated roles:

Leanne Humphries: Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person, Child Protection Officer, data protection officer, first aider, Special Education Needs Co-ordinator, Equalities and Inclusion Co-ordinator, Health and Safety Officer

Gill Robiquet : EYFS Key Person, First aider, Child protection officer, equalities and inclusion co-ordinator

Rachel Adams: EYFS Key Person, first aider, equalities and inclusion co-ordinator

Paul Green : , EYFS key person, First aider, equalities and inclusion co-ordinator

Katy Kenny - EYFS key person, first aider, equalities and inclusion co-ordinator

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

Organisation

Kids Club at BT is run as a private business. We enjoy a close working relationship with Bishops Tachbrook 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 available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

BT Kids Club works closely with school and have agreed that we will be able to accept every child into our care should they need it. The school will open up more rooms around the school to offer more clubs to meet the demand of the parents and families. Whilst there is a no maximum number of children in our care, clubs may still become full and therefore you may need to chose a different club for your child to attend. For example; football has a capacity of 40 children should this be hit, your child may need to use the lodge or select a different club. See our **Admission and Fees Policy** for more details.

Booking a place

Please visit btkidsclub.onsidelive.co.uk and register your child.

We require a completed registration on our booking site for your child before they can attend the club.

You will need to book places online to secure your child's place. You can either block book, or book via ad hoc should you need to.

Payment of fees

The current fees are **£6** per child per session. Fees are payable in advance via our booking system btkidsclub.onsidelive.co.uk. You can also use Tax-Free Childcare or childcare vouchers. You can also book ad hoc sessions on a 7 day rolling basis at £6.50 per session.

Below is a list of providers we are currently set up with and you can search for us by using the table below.

Provider	Customer Search
Care4	Setting Reference: 78413341 - Onside Wraparound
Computershare	
Edenred	Setting Reference: P21330024
Fideliti	Onside Wraparound
RG - Reward Gateway	Onside Wraparound
KiddiVouchers/Wider Plan	Onside Wraparound
Enjoy Benefits	Onside Wraparound
Tax Free Childcare	Search: Onside Coaching - Aylesford
Sodexo	Onside Wraparound

The price per session per child applies to all children.

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

If you would like to know more about how to use childcare vouchers or tax free childcare please see the Club Manager.

Changes to days and cancelling your place

There is a no refund cancellation policy. Should your child not enjoy a club and should wish to swap to another club we may be able to do this if there is space. Please contact the manager to make this happen.

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.

If you know in advance of any days when your child will not be attending during the following week, please try to let the 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.

Arrivals and departures

A list of all children attending any of the clubs will be given each day to the class teacher. At the end of the day all children are taken to the respective areas depending on what club they are attending. For example: all children attending The Lodge after school will be taken there. All children attending gymnastics will be brought to the hall where our activity professional will be waiting. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

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. You can opt to have a password on your account that we will ask the person on collection in order for your child to go home with them.

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

The club finishes at 5:45pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10 per 5 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6:15pm [30 minutes after your club closes] 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 Social Care team.

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 **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 racial 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**.

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 an atmosphere of care, consideration and respect for everyone attending: 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. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

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. See our **Aggressive Behaviour Policy** for more details.

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 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.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, 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 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 **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, 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 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.

Privacy Notice

At Kids Club at BT we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone or email, social media or post, so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- ☒ have a safeguarding concern about your child
- ☒ are required to by government bodies or law enforcement agencies
- ☒ have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- ☒ we will not be able to continue to care for your child if we do not have sufficient information about them
- ☒ even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

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 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 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

BT Kids Club
Bishop's Tachbrook
kSchool

Club mobile number: 07563103433 (Please leave a voice message if there is no reply.)

Ofsted Setting Reference Number:

2694552

Club Staff

Manager: Leanne Humphries

Deputy: Gillian Robiquet

Playworkers: Rachel

Adam

Paul Green

Tom

Cullinane

Lily Bunn Katy Kenny

Zoe Stanford

Early Years and Childcare Service

Family Information Service

Warwickshire County council

Tel: 01926 742274

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231