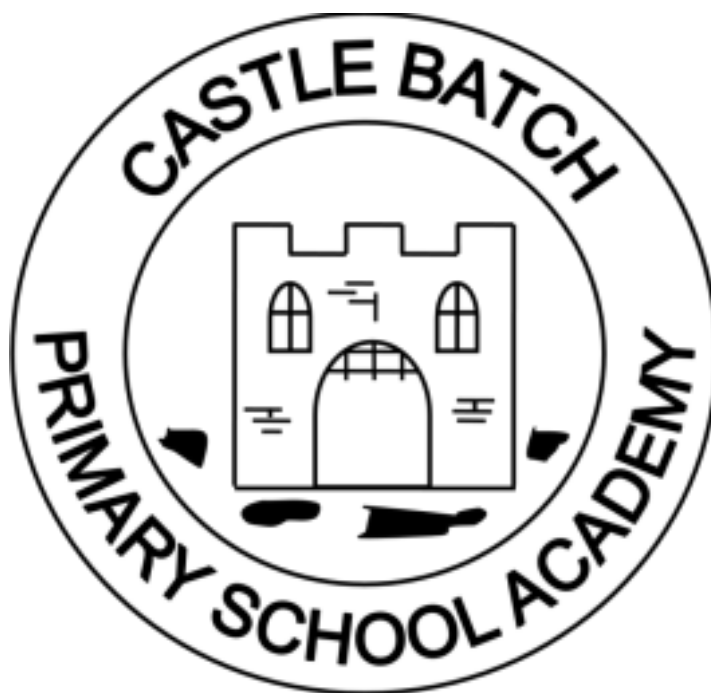


Wrap Around Care Provision



PARENT/CARER
HANDBOOK

ABOUT OUR PROVISION

Castle Batch Primary School Academy offers a wrap around care provision incorporating Breakfast Club from 7.30am and Castle Club to 6pm during term time only.

AIMS

We aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care. We promote independence by encouraging the children to choose an activity, support with any homework, choose friends to play with and help clear away.

WHAT WE PROVIDE

We follow the regulatory play rules, so the children are free to choose activities and resources. There will always be a selection of activities and resources available, including craft activities, board games, construction, computer games, outdoor play, reading and support with homework. Please note that we offer a range of DVDs – these range between U and PG guidance ratings. By using this provision you are consenting to your child viewing the above.

Castle Club food is not intended as a substitute for a main evening meal. We provide healthy snacks and meet individual dietary requirements and parental preferences wherever possible.

STAFFING

Our provision is staffed by at least two playworkers per session. All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked and are members of the school staff.

TERMS AND CONDITIONS

Admissions:

Our provision aims to be accessible to all children across the school. Admission to this provision is operated on a first come first served basis. We will use a waiting list system when the need arises. We require a completed booking form, admissions form (and password collection form for Castle Club) for your child before they can attend this provision. This information will be treated as confidential and will be stored appropriately.

Payment of Fees:

We are a no debt school and therefore all fees must be paid in advance via ParentPay to secure your child's place. We also accept childcare vouchers. Non-payment will result in losing your child's place. For Castle Club, if you need to cancel your child's place, this must be **before 11.00 am** on the day of the booking or a non-attendance charge of £4.50 per child will be applied. If you need to change the days that your child attends, please contact the office. We will try to accommodate such changes wherever possible. For Breakfast Club, you will need to cancel **by 4pm** the day before or a non-attendance charge of £4.50 per child/booking will be applied.

Our current fees are tiered as follows:

Breakfast Club : £4.50 per session including breakfast.

Castle Club:

- From 3.15pm to 4.15pm : Tier 1: £4.50 per child per session – this includes a choice of food and a drink.
- From 4pm - 5.15pm : Tier 1C: £4.50 per child per session – this session is for children who are joining Castle Club from a school based activity club until 5.15 pm and includes a choice of food and a drink.
- From 3.15pm to 5.15pm : Tier 2: £9.00 per child per session – this includes a choice of food and a drink.
- From 4pm to 6pm : Tier 2C: £9.00 per child per session – this session is for children who are joining Castle Club from a school based activity club until 6pm and includes a choice of food and a drink.
- From 3.15pm to 6pm : Tier 3: £12.40 per child per session – this includes a choice of food and a drink.

Arrivals and Departures:

Breakfast Club will open at 7.30 am.

Castle Club - All children will be brought to the Atrium by a staff member from their class. A register is taken when the children arrive and they are signed out when collected. As this is an after school childcare provision we are unable to allow primary school children to collect younger siblings. Only the persons stated on your Password and Collection form will be permitted to collect your child/ren unless there has been a prior agreement. We will not release your child into the care of a person unknown to us and who cannot provide us with the relevant Password, without your prior authorisation.

Castle Club closes at 6.00 pm. We are not insured after this time. If you are delayed (for any pick up slot) for any reason please telephone the school's main line (01934 514552 option 4 after 3.15 pm). A late payment of £4.50 per child may be charged.

Child Protection:

We comply with the school's *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. For more details see our Equality and Diversity Policy.

Additional Needs:

We will make every effort to accommodate and welcome any child with additional needs. We will work with parents or carers and relevant professionals to fully understand and meet your child's specific requirements where possible and if applicable where funding is available. Each case will be considered individually and risk-assessed to ensure everyone's safety. Our staff are trained in specific areas relating to children with additional needs.

GENERAL INFORMATION

Behaviour:

We have a clear *Behaviour Policy* in line with school and this can be found on the school website. Our provision 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. However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances we reserve the right to permanently exclude a child from this provision.

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 school is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to exclude anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell we will contact you and ask you to make arrangements for them to be collected.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and this provision is fully insured. We have trained first aid staff on site.

Medication

Please let the office 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.

COMPLAINTS PROCEDURE

If you have any queries, comments or need to discuss any matters concerning your child please feel free to speak to the Play Leader. Verbal complaints will be logged and dealt with promptly and accordingly. All written complaints will be acknowledged within 5 working days of receipt and a full written response will be given within 28 days.

CONTACT INFORMATION:

Club number: 01934 514552 option 3

Club staff:

Play Leader: Bonny Owens

Playworkers: Lisa Woollard
Mandy Gorman
Nicola Taylor
Donna Pengelly
Sue Syrad
Leanne Strange
Sue Bryant
Paula Sweeting
Laura Dando