

Jotmans Hall Primary School

The Woodland Club

Before and After School Care



Parents' Handbook 2019



Jotmans Hall Primary School

The Woodland Club - Before and After School Care

Our Mission Statement

Jotmans Hall Primary School Woodland Club offers a positive, safe and secure environment providing a fun and stimulating programme which aims to treat each child as an individual

Visions and Values

To provide affordable childcare which meets the needs of our parents and carers.

To ensure that parents and carers have total peace of mind.

To provide high quality, accessible care in a safe environment.

To provide well qualified and experienced staff to support the children's needs.

To create a welcoming, stimulating and safe family centred service that enhances each child's experience.

To provide the children with a wide choice of activities and games.

To provide a "homely" environment where children can relax after school.

To support children with special needs and with homework or reading.

To encourage friendship between children of all ages.

Welcome

Welcome to the Woodland Club!

The club is open to all pupils at Jotmans Hall Primary School, from Reception Class to Year 6. We offer a morning Study Club and an After School Club, run on the School premises every day in term-time. (With the exception of non-pupil days). We aim to run our Holiday Club for three weeks during holiday periods - one week at Easter and two weeks during the summer each year, but this can be dependent on what's going on in the school.

If you are considering sending your child to the Woodland Club, please come into the School Office and we can arrange for you to visit the club. If your child has any special requirements, either medically or dietary then we can discuss these with you and try to make sure that he/she is catered for and supported within the club.

Background

As part of the School's commitment to the Extended Schools' Agenda we surveyed our parents and carers to see if there was demand for on-site childcare; the response was overwhelmingly in favour!

We started by opening a morning Study Club in September 2007, which proved to be very popular and successful. We then decided to offer After School Care in September 2008 in addition to the Study Club and this has proved to be just as successful. We were helped by the award of an Essex County Council Early Years and Childcare "start-up" grant which has enabled the club to grow and become self funding.

We have continued to canvass pupils, parents and carer's views using questionnaires and Newsletters and have taken account of suggestions, which included ideas for healthy meals, new activities etc. We also hold informal discussions with children attending the club about what they would like to do and any new activities they would like to take part in.

We have endeavoured to keep the prices as low as possible in order to offer parents/carers' an affordable child care facility.

Parents are able to book into sessions every day or choose for their child to attend just on certain days of the week. We also offer "ad-hoc" sessions to enable parents to have the flexibility of occasional care, which has proved to be very popular, especially over the Christmas period.



Children enjoying cooking during an After School Session

We have developed the club and often offer some Holiday care - one-two weeks in the summer holidays and one week at Easter. We started this new initiative in the summer 2009 and it was a huge success. This service, however, is dependent on any building/maintenance works that are taking place on site. Parents/carers are given ample notice if the holiday club is not scheduled to run.

The Woodland Club is not an extension of the School curriculum, but offers children a chance to relax in an informal environment. Play opportunities both indoors and outdoors, art and craft activities, cooking, computers and the opportunity to read or complete homework are included.

Club Opening Times

The club will be available for the following sessions:

Study Club session times	-	8:00am to 8:45am
After School session times	-	3:10pm till up to 5:45pm
Both of these sessions are offered term-time only. (With the exception of non-pupil days).		

Morning - Study Club

The morning club sessions are held in the school hall and are very informal with a range of activities available for the children when they arrive, but the children can also choose something for themselves from the activity cupboard. The children have access to drawing, board games, toys, the library, computers and they can read with an adult or complete homework.

Children can bring a drink, fruit or cereal bar from home (nothing with nuts) - we do not provide food or drinks except water which is always available.

The cost to parents for morning club is **£3 per morning** if one session is attended.

The cost of more than one session per week is **£15 per week**.

In recognition of the high cost for 2 or more children attending from the same family, a discount of 50% will be given for 2nd or 3rd child (i.e. £15 for the 1st child then £7.50 per child after that).

After School Club

The After School Club are able to use the full range of facilities available at school and it is based in the School House. The children can take part in arts and crafts activities, a wide range of games, toys, cooking, the library and computers. Unless the weather is very bad they are encouraged to take part in outdoor activities and games every day including climbing frames, a tyre park, gym trail and an adventure boat area. Indoor sporting activities include a pool table, foosball table, parachute games and activity panels in the hall. Occasionally we may also go on visits to the local shops or the library (with prior notice to parents).

Currently, children who are in the after-school club are entitled to a free hot lunch included in the Woodland Club fee. All children are offered a drink and varied snacks when they first arrive in the after-school club and a warm tea is also included.

Parents will be able to collect their children at any time during the session, final collection time is 5.45 p.m.

Parents can book into 1 or more sessions per week and these sessions will be payable monthly in advance. Ad-hoc sessions will cost £12.00 whilst full-time bookings (i.e. 5 days per week) will be discounted to £11 per session. An invoice will be sent out by the club co-ordinator in advance, showing the fees due for the coming month. This can be paid for by cash or cheque, childcare vouchers (a full list of currently accepted childcare voucher providers is available on request), directly into the school bank account or using E-Schools. A discounted rate will be available for parents who book into all five sessions in advance, regardless of the length of time that the child is in the club.

Induction of New Children and Their Families

Parents considering using the Club, or new families joining the School will be offered the opportunity to look around the Club informally. They will be encouraged to speak to the co-ordinator and see the club in action. These visits can be arranged via the School office.

Once they have decided to join the club, they will be asked to fill in a Registration Form and on the child's first session the co-ordinators will assign a "buddy" and ensure that the new child is introduced to everyone at the welcome snack session. Parents will be kept informed of how well the child is settling in and any teething problems will be dealt with.

Morning Club

Dropping off in the Morning

The children can be brought directly into the main school building in the morning at any time between 8:00 - 8:45 a.m. The co-ordinator will come and let you in, either let your child walk into the club or feel free to bring them into the school hall where the Woodland Club assistants will be waiting for them. They are welcome to bring a cereal bar or piece of fruit to eat in the club (no nuts please). Water is available at all times. Please note, children need to be brought into the school by an adult and must not be left unaccompanied in the foyer.

A register will be taken and the children (or parents/carers) can hand in any notes or fees relating to the Woodland Club; receipts will be issued in due course.

Morning Club - departing arrangement to join classes

At 8:45 a.m. the older children will go directly to their Classroom to encourage independence. The Reception children will be taken into their classrooms to help them settle in and relay any information from parents/carers to the Class teacher. Other children are supervised whilst leaving the hall to ensure they make it to class promptly.

Any child in need of additional support or needs to be assisted to the classroom can be taken by one of the Woodland Club assistants - please speak to them and tailored arrangements can be made.

After School Club - arriving and departing arrangements

Arriving at the Woodland After School Club

To ensure their safety and security, all children (with the exception of Reception children, who are collected directly from class) will meet in the Orchard, a register is taken to ensure all children are present, then taken over to the School House.

Collecting from the Woodland After School Club

The children will be in the School House for most of the evening (unless otherwise stated with a sign to let you know where we are) so just come to the external door, ring the bell and a member of staff will let you in (this door is kept locked during session times).

If you arrive before 5.15 p.m. the children and the staff may be elsewhere in the premises so please ring the doorbell and wait for someone to come and open the door for you. If no-one comes within a few

minutes please phone the Club Mobile and we will bring your child to the School House lobby to meet you - we are probably playing on the field or in the hall! Children must be accompanied until they are welcomed into the morning club.

If someone else is collecting your child from the club you **MUST** inform us since we will not hand your child over to anyone apart from the authorised people unless you let us know in advance. Please telephone the Club mobile or leave a Woodland Club note informing us of any change to your usual arrangements.

You will need to sign your child out when collecting them to ensure we have a record of who has been collected and by whom.

Absence from the Woodland Club

Please ensure that you inform the Club if your child will not be attending a booked session because we will have a list of children expected at the Club and we will check attendance against this list.

If a child is missing, we will firstly check with the Class Teacher to ensure that the child was present for the afternoon school session, and then we will liaise with the School Office staff to check on the child's whereabouts. As you can see, it is imperative that you inform us if your child does not require care if you have booked a session.

School Activities/Clubs

Children can attend any activity running at Jotmans Hall Primary School - a Woodland Club assistant will take them to the club and collect them when it has finished. The activity charge must be paid in addition to the Woodland Club charge.

After School Club Timetable

3:10—3:30 p.m. **WELCOME in the School House**

The children sit together and have a drink and a snack with the staff

3:30—4:30 p.m. **Activities, outdoor play/ indoor sports**

Indoor

- Art and craft activities
- Computers
- Construction toys
- Role playing
- Drawing/painting
- Cooking
- Board games
- Table-tennis
- Indoor ball games

Outdoor

- Gym trail
- Pirate boat and climbing frame
- Bikes and trikes
- Football
- Hoops, bats, beanbags etc
- Rounders /cricket
- Sand/water trays
- Tyres
- Relaxing in the garden
- Gardening Club

4:30—4:45 p.m. **Homework, games, Smart Board, Story Sacks, Library books, games consoles, drawing**

The older children help by setting tables or help preparing the tea

5:00 p.m - 5:45 p.m. **Tea in The School House/Hall/Outside (weather permitting)**

The children enjoy their tea - if you could avoid collecting the children between 5:10 and 5:30 this would be greatly appreciated.

5:45 p.m. **All children collected promptly by 5:45pm please - from the School House.**



Enjoy the May sunshine outside

Fees (September 2019)

Reviewed annually, 1st April

Cost	Per session	Per week (i.e. all 5 sessions)	Discounts
Study Club only	£3- <u>one</u> morning (first session only)	£15.00 per child per week	* 50% discount for 2 or more children

After School Club only	£12.00 per session per child i.e. :- 1 session per week - £12.00 2 sessions per week - £24.00 3 session per week - £36.00 4 session per week - £48.00 For 5 sessions see next column	£60.00 per week per child	A discount of £1.50 per week if all 5 sessions are booked and paid for in advance.
	Per week for both after school and study club (i.e. all 5 sessions) = £75.00 per week		Full time bookings on a permanent basis receive a £1 per day discount for the after school club, so are charged £11 per session instead of £12

****** Cancelled Ad-Hoc sessions must be paid for unless we are given at least 24 hours notice.

******* Cancelled regular bookings must be paid for even if your child is absent due to holidays or sickness.

Please note, there is a late charge which will be added in addition to the monthly invoice of £10 for every 15 minutes that a child is not collected from the Woodland Club.

Discounts and Payments

Since it helps us to organise our staffing numbers etc we offer a discount for parents who either:

- Book into the after-school facility five days per week and pay in advance.
- Book into both the study club and the after-school club 5 days per week and pay in advance.

Payments can be made either through the School Office or through the Woodland Club co-ordinators. All cash and cheques to a value of £10 or more are receipted and this will either be given to the parents when they collect during the following session or it will be sent around to the child's class.

Cash or cheques are welcome - made payable to Jotmans Hall Primary School.

If parents wish to pay fees directly, they can do so by paying directly into the School's bank account using an on-line banking system, we will provide our banking details. Alternatively, parents may use Childcare Voucher schemes- see below

Childcare Vouchers and Tax Credits

We have had discussions with OfSTED and it has been agreed that the Woodland Club is registered under the umbrella of Jotmans Hall Primary School.

If you use a work place Child Care Voucher Scheme or claim Child Tax Credits you can use our OfSTED number, please speak to the manager for more information.

Please contact the School office if you require any further information about the Voucher Schemes or wish to include another voucher scheme used by your workplace - this will always be accommodated.

Inclusion and Special Educational Needs

Every child is unique, and we will always treat them as individuals and support their needs in every way we can. We aim to provide a service that is fully inclusive and welcome all children in a supportive, appropriate, environment.

Parents are asked to identify if their child has any special needs on the Registration Form and we will liaise closely with the class teachers and the Special Needs Co-Ordinator (SENCo) regarding any child who might need specific or extra support.

Any child who is placed on the SEN register will have an individual education plan drawn up by the SENCo, part of which refers specifically to their time in the Woodland Club. This helps us to target areas where an individual child might need support and to plan certain activities or adapt activities to meet their needs.

We will adapt our service to cater for the needs of any child who wishes to attend, which may include providing one-to-one support or specialist advice and support. We currently have funding to support parents in financial difficulties or families who may face disadvantages in their lives. Please speak to our Woodland Club Co-ordinator; Julie Wiggins, if you have any queries about our Inclusion or Special Needs Support.

Staffing

The children are cared for by professional, qualified and experienced staff, giving you complete peace of mind knowing that your child will be receiving quality care. All staff and volunteers working in the Club have a full DBS clearance at Enhanced level. They have induction sessions when they join the team and annual Performance Management Reviews carried out by School managers. The Woodland Club staff are employed directly by Jotmans Hall Primary School and are employed under Essex County Council conditions of service.

Our Co-Coordinator - Julie Wiggins runs the Club under the Management of Jotmans Hall Primary School Headteacher, Miss S Warnes. Day to day management of the Club is undertaken by the School Business Managers, Emma Nunn and Caroline Fox.

Staff ratios: 1 adult to 8 children.

This is a minimum requirement and we always have sufficient staffing levels.

The manager will assess the children's needs individually and if we feel that your child isn't happy we will devote individual attention to them. Staff will always be at hand to listen to your concerns and discuss any problems, offering advice where possible.

The staff continually evaluate the activities offered to the children to ensure that they enjoy the range of activities on offer.

Staff Training and Development

It is very important to us that our staff continue to develop and improve their skills and knowledge. We encourage them to attend any relevant training courses to support their professional development. In addition to keeping up to date with food hygiene and first aid courses, our staff attend courses to support children in the early years, special educational needs, specific learning difficulties where appropriate and courses to enhance their skills. We hope that this will ensure that the club caters for all children, whatever their needs.

Communication with Parents

Informal conversations with staff are always welcome, and encouraged, at the beginning or end of a session. This may be an ad-hoc session, to change a booking or to discuss an issue with staff.

Staff may also have a quick word with Parents or carers if something has occurred during a session which needs to be explained or they may telephone a parent or carer during or after a session.

A Woodland note can be completed if this suits a parent better and handed in to the School office out of Club hours or to Woodland Club staff.

The Staff carry a mobile telephone around with them during sessions and can be contacted on this number during Club sessions. Outside these sessions, please call the School Office and leave a message or send a text message to the club mobile, which will be replied to as soon as possible.

The School also has a website www.jotmanshall.co.uk which is updated weekly, and the Woodland Club has its own page. Copies of all letters, newsletters, calendars etc are put on the Website and there is a direct link via e-mail to the School's admin e-mail address admin@jotmanshall.essex.sch.uk.

A Newsletter is sent out regularly, keeping parents and carers up to date with changes and new proposals and giving the children a chance to feedback their ideas. Questionnaires, comments from the children, photos and other letters about proposed trips etc are attached to the Newsletter or may be sent out separately.

Safeguarding

Ensuring that all children are safe and secure at the Woodland Club is of paramount importance to us and so all our procedures have safeguarding at their core.

All our staff receive annual training on child protection issues and a copy of the Child Protection Policy is included in the Policies and Procedures file.

The Child Protection Officer for the School and the Woodland Club is the Headteacher Miss S Warnes or her deputy, Mrs P Lovett.

Health and Safety

Ensuring that our children are safe and secure whilst they are attending the Woodland Club is our top priority and with this in mind we have put in place the following procedures:-

General

Staff have access to a mobile telephone at all times in case they need to contact each other urgently - See Fire Procedure in the Policies and Procedures file.

Staff have walkie talkies to ensure ease of communication throughout the school site. All staff adhere to the Woodland Club radio protocol.

Staff are suitably qualified and trained and this is kept up to date - see Staff Training section.

The Environmental Health Officer's guidance is followed for food preparation, storage and serving and detailed safety procedures have been drawn up and are followed closely. High standards of cleanliness form part of this procedure and a schedule is followed which has been approved by the Environmental Health Officer. We encourage high standards of hygiene - e.g. children wash hands before eating etc. See Catering Safety Arrangements in the Policies and Procedures file.

The children always have access to fresh drinking water .

All Woodland Staff are trained in Paediatric First Aid and this is updated and refreshed regularly.

Daily Safety Checks

The premises are checked daily by the Woodland Club Manager, any issues are reported immediately to the necessary person. We work closely with the school site manager, which ensures the club is a safe place to be.

Premises

Our premises are kept in an excellent state of repair and cleanliness by our Site Manager, Mr Weaving and his team of cleaners. All relevant safety certificates are kept up to date under the School's rolling programme including gas safety checks, electrical safety checks, portable appliance safety checks, boiler servicing and P.E. equipment. Daily safety checks by staff ensure that risks are well managed - daily safety checks above.

Sun Safety Awareness

At the Woodland Club we encourage sun-safety awareness and so we hope that you will support us.

We would be grateful if you could supply a sun hat for your child during the summer months.

We have a supply of Soltan Kids Suncare Spray SPF 30 or Nivea 50+ which we will help your child apply if you give us permission - see Registration Form.

Risk Assessments

Regular risk assessments of the premises are carried out and these are the responsibility of the School Health and Safety Representatives under the direction of the Governing Body.

A termly health and safety walk of the whole premises is made by the Health and Safety representatives and any issues raised will be dealt with as soon as practicable.

In addition, the Woodland Club Manager carries out a detailed Health and Safety audit termly to check that all health and safety regulations and policies are adhered to.

Separate risk assessments are carried out prior to any visit or outing and risk assessments are carried out of regular activities and new activities. See Risk Assessments in the Policies and Procedures file.

Fire Drills

The School has detailed Fire Procedures and we have our own section within these procedures - see the Fire Procedure in the Policies and Procedures File.

We hold regular fire drills and practices and a weekly check is made on the Fire Alarm system. There are fire exits directly from all the rooms used by the Club and these are lit by emergency lighting which is regularly checked. The children practice the evacuation procedure regularly as part of the drills and the procedures are amended in the light of any problems. The manager has a set of walkie-talkies so that they can communicate in the event of an emergency and part of their duties is to take a register at the start of each session so that everyone can be accounted for quickly and accurately. Parent contact numbers are held on the Club mobile telephone which is taken out as part of the evacuation procedure and this will enable us to contact parents and carers in the event of an emergency.

Security

Security is a very high priority and we follow a detailed Security Policy - see Policies and Procedure File.

All doors into our premises can only be opened from inside and visitors can only enter the building when let in by a member of staff. All staff wear name badges and visitors are given visitor stickers. During the School opening hours visitors to the building enter via the reception area and they access the building via a lobby with a security coded door. The receptionist will give authorised visitors a sticker and show them into the Club premises. If the School reception area is closed, once the office is shut for the day, entry can be gained via the school house.

The school house door bell has a camera, so that the staff can easily identify who is at the door. This safeguards the children and the staff.

In the event that no-one answers the door, staff can be contacted via the club mobile telephone.

Only parents/carers and authorised contacts will be allowed to collect a child from the club - so it is very important that carers let us know if someone different is collecting their child that day. If someone turns up to collect a child and we do not have knowledge of them then we will telephone a parent or carer to check the validity of the person collecting the child.

Medical Needs and First Aid

As part of our Inclusion Policy we are committed to providing all pupils with a safe and supportive environment. We ask parents and carers to complete the relevant sections in our Registration Form giving details of any medical needs which their child may have. We will then ensure that we follow any guidelines, liaising with parents and carers and the first aider if this would be helpful. We have a well-equipped first aid box which is always available, and we follow guidelines from Essex County Council Health and Safety Team about accident reporting. We have an accident book for staff and pupils and report any injuries directly to parents and carers.

All staff have up to date first aid training and we have a first aid kit located in the school house kitchen and one available to take outside. The kits are maintained by the School Admin Officer. A copy of our First Aid Policy can be found in our Policies and Procedures file.

Parents are asked to provide details in the Registration Form of their child's GP, to give permission for club staff to administer first aid, call a doctor or take their child to hospital - see the Registration Form for details. We also ask parents and carers to give club staff permission to administer various first aid procedures, including CPR as part of the Registration Form.

We are happy to administer medicines on parents/carers behalf provided that written instructions are given to us and that we are trained and competent to carry out the instructions - please see the First Aid Policy for details.

The Woodland Club Food and Drink Policy

The Woodland Club regards snack and tea times as an important part of the day and we put a lot of time and thought into making this part of the session very enjoyable and relaxing for the children, encouraging them to try lots of different foods. Eating represents a social time for children and adults and provides an opportunity to develop good table manners, the correct use of a knife and fork and to learn about healthy eating.

The Woodland Club follows the School's Food Policy for both snack time and tea - see the Food and Drink Policy in the Policies and Procedures file for full details. We follow strict catering safety guidelines which have been inspected by the Environmental Health Officer, regarding the delivery, storage and serving of food plus a detailed cleaning regime to ensure that the food and drink served in the Club are of high quality and safe for the children.

We are careful to follow all the children's dietary needs and preferences, including any allergies or cultural requirements which we ask you to inform us of in the Registration form.

We regularly consult with parents to ensure that our records of their children's dietary needs- including any allergies - are up to date. It is the parent/carers' responsibility to let the club know if their child develops any allergies or medical conditions.

We display current information about individual children's dietary needs within the setting (and in the Woodland Club filing cabinet) so that all staff are fully aware of individual requirements.

A snack is shared by all the children at the start of the After School session.

A hot meal is provided each lunchtime by the school kitchen, and a warm tea is provided in the evening. This is all included in the price of the Woodland Club fees. The meals take into consideration children's dietary requirements and are adapted, within reason, to the children's preferences.

The school kitchen makes most of the food from scratch and includes home-baked cakes and cookies. The menus are regularly updated and the children are consulted to try to make sure their favourite dishes are on the menu and less popular items are discontinued.

The menu is regularly "tweaked" in line with feedback from children and parents/carers.

Suitable Clothes for children attending the Club

We would be grateful if you could provide a sun hat in the summer and a warm outdoor coat, gloves and hat in the winter also ensures that they get the most from the outdoor activities. We may also require the

provision of swimming kit in the summer, as we have trained staff to supervise fun swims, parents/carers will be given notice before any swimming sessions take place.

Positive Behaviour Policy

The Club is an "optional extra" for parents, and is run independently from the school. However, there is an expectation that the school's Behaviour and Discipline Policies will still apply. The staff maintain a calm, but relaxed and friendly environment, and children are given praise and encouragement. Unwanted behaviour is not acceptable and in the first instance a warning will be given. If the child does not stop, he/she will be removed from the activity and the reason explained to him/her. If the child continues to display unwanted behaviour, he/she will be removed from the Club to a quiet area and a member of staff will talk to the child about why they have behaved in this manner. Problems will be handled by the co-ordinator in the first instance, but if necessary, senior staff will be involved as part of the school's behaviour policy.

Informal feedback to parents will take place at home time and it is hoped that any minor problems can quickly be sorted out.

If a child's behaviour continues to give concern they may, as a last resort, be unable to continue to attend the club. This option must be available to the club staff for the safety and well-being of all the children attending the Woodland Club. Please see the Behaviour Policy for more details.



Woodland Club Creative Activity

Bullying

Bullying in any form is unacceptable - this includes name-calling and offensive comments. The Woodland Club operates a policy as part of with the School Policy which is regularly updated.

All reports of bullying will be treated seriously, and any alleged incident should be thoroughly investigated. The Woodland Club Co-ordinator will be informed of any incidents of bullying and any incidents should be recorded in the appropriate incident book/file on her shelf.

In a definite case of bullying the parents of any children involved will be contacted and informed of what action the Club or School is to take.

Further information on bullying can be found in the Bullying Policy kept in the Policies and Procedures file. Children will be made aware of the standard of behaviour expected in the Club, as described in the general behaviour policy and all members of staff should be consistent in their demands and expectations of children.

The Children sign an agreement as part of the Registration form and this includes a reference to behaving well. The Club draws up its own set of Rules at the beginning of every academic year and these will be prominently displayed in the Club.

Responding to Complaints by Parents / Carers

It is hoped that any problems you have with the Woodland Club can be sorted out with the co-ordinator and resolved informally. This can be initiated using a "Woodland Note" (see the end of this brochure) or by chatting the issue over with staff at the beginning or end of a session.

If you have a problem that cannot be resolved informally, please use a Woodland Note to seek an appointment with the Head teacher (Miss S Warnes) or another member of the School's Senior Management Team.

Woodland Club Note

If you have a message to give to the Club Co-ordinators, wish to make an additional or "ad-hoc" booking please use a Woodland Club Note - see a copy below. You may leave a message on the Club mobile phone, however, this may not be answered until the next Club Session. These Notes can be found by the hatch in the School Office.



Woodland Club Note

(to the co-ordinators)

To: Julie

Re:

Date:

Reason for Note:

Seen by:

Action taken:

Terms & Conditions

Joining the Woodland Club

All forms must be completed and returned before a child can be considered for entry into The Woodland Club. Wherever possible every attempt will be made to meet individual requirements but if places are unavailable on a particular day, a child's name may be put onto a waiting list.

Invoicing and Payment of Fees

Invoices will be issued at the beginning of each month for that month. Sessions will be charged based on the normal attendance of the child. The fee is calculated based on the advanced booking for that month plus any ad-hoc sessions the previous month which were not charged. Payment can be by cash, cheque, direct debit or Childcare voucher and is required as soon as an invoice is sent out. There are no refunds once invoices have been sent. Adjustments are made every months and can come in the form of debits or credits.

Payment of fees is required as soon as the invoice is sent out. In the event of fees being outstanding for more than 14 days, an extra 15% can be charged monthly at the discretion of the Woodland Club Manager. Charges in FULL must be made even if a child does not attend.

Opening and closure

The Woodland club is open term-time only plus some Holiday Club weeks – currently one-two weeks in the Summer Holiday period and one at Easter.

In the unlikely event of severe weather conditions or other event, parents must check that the club is open before bringing their child. If in unforeseen circumstances like bad weather and severe staff shortage you may be called upon as a last resort to come and collect your child – also a message will be put onto Parent Hotline so please check this system – telephone 08447 70 75 76 – School ID 69062.

Property and Belongings

The Woodland Club cannot be held responsible for loss or damage to children's property (unless this is due to the negligence of our staff). Every reasonable effort will be made to ensure the children's belongings are not lost or damaged. Practical clothing including appropriate footwear is recommended. Electronic games are permitted for short periods of play however staff will retain them after use in the Woodland Club filing cabinet for security reasons.

Insurance

The Woodland Club has appropriate insurance through Essex County Council, as part of Jotmans Hall Primary School.

We require emergency contact names, medical information regarding allergies, and dietary or special requirements. Woodland Club staff may administer prescribed medicine if parents complete a Medical Consent Form. It is the responsibility of parents/carers to inform The Woodland Club of any changes to personal information, including family members, addresses, or any other relevant information.

Accident Procedure

The Woodland Club reserves the right to administer basic first aid treatment when necessary. Parents will be informed of all accidents and will be asked to sign their child's accident form. For accidents of a serious nature involving hospital treatment, all attempts will be made to contact parents, failing this the Woodland Club staff are authorised to act on behalf of parents/carers and authorise treatments.

Illness

Parents/carers are asked not to send their child to Club if they are suffering from any infectious illness or if they are not feeling well enough to attend. The Club adopts a realistic attitude to the needs of working parents, but reserve the right to contact parents/carers if their child becomes ill during club hours.

Security

Under no circumstances will a child be allowed to leave the Club premises with an unauthorised person, unless previously arranged by the parent/carer. When making prior arrangements, please provide name, address and telephone number of the chosen guardian. We will require proof of identity on their arrival.

Safety

In the interests of the Health and Safety of every child attending the Woodland Club, responsibility for children cannot be taken for arrival or departure out of our published opening hours. Parents must remain on site until the Club is formally opened. If a child is left on site after closure without appropriate notice, the Woodland Club reserves the right to charge an hour's site costs for every 15 minutes delay after the Club has closed. In the

event of an emergency, the Woodland Club will make every effort to safeguard your children until an appropriate person takes charge of them. Appropriate authorities may be contacted in this event.

Exclusion

The Woodland Club reserves the right to exclude any child, parent or adult, with appropriate notice, from the premises and/or register in the event of contravention of any of our policies, terms or conditions.

January 2018