



After School Arts Club
Parents' Handbook

ABOUT THE CLUB

After School Arts Club is based in London and is registered with Ofsted on the Voluntary Childcare Register (no. 2830426). The club is open from 3.30pm until 5.30pm Monday to Thursday, during term time.

We are based at Wolfson Hillel Primary School and use the Reception classroom.

Our club is for children aged 4-6 (typically Reception and Year 1 children, although children in Year 2 may attend if they are continuing on, or have siblings in Reception or Y1 who attend).

Aims

At After School Arts Club we aim to provide a safe and secure and relaxed environment, offering and teaching valuable skills in creativity and confidence through the arts.

What we offer

Our innovative themed curriculum has been designed to complement and expand upon EYFS framework, approved by a leading educational psychologist, and led by arts industry professionals and a supportive, engaged team. Every session is different, in keeping with the theme of the week.

It's not just childcare! Our enthusiastic and talented facilitators are passionate about the arts and teaching kids, helping them develop their confidence, emotional literacy and social skills in an enjoyable way.

We offer a variety of engaging activities and games that allow kids to socialise and have fun, unwinding from their day, all whilst learning new skills through performing arts and crafting.

What we provide - consumables

The food we provide at the Club is not necessarily intended as a substitute for a main evening meal. It is for parents/guardians to decide if their children need more when they are home after Club. We provide the children with a sandwich each and a fresh fruit platter, as well as offer a piece of cake/biscuit. The food is prepared onsite by the kitchen team with supervised Kosher ingredients and follows statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. Children sit together during a designated time within the sessions, usually around 4.40pm.

The Team

Our Club team is led by the manager Natalie Lewis (not necessarily in attendance), deputy manager (session facilitator) and between one and two support team members, depending on how many children are booked into the session. Our aim is to provide a smooth transition between school and club.

All of our team have experience of working with children and undertake professional development training. All team members have appropriate Enhanced DBS checks and Safeguarding training. We maintain a maximum team/child ratio of 1:8.

There's always at least one first aider within the team at each session.

Natalie Lewis: Equalities and Inclusion Co-ordinator, Health and Safety Officer, Fire Safety Officer, First Aid Co-ordinator, Child Protection Officer, Designated Safeguarding Lead, Data Protection Lead, Safeguarding on-call, Special Education Needs Co-ordinator.

If you have a query or concern, please speak to a member of the team at the club when you collect your child and this will be handled accordingly. 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). Alternatively, email us at info@afterschoolartsclub.com

Organisation

After School Arts Club is a private business. We enjoy a close working relationship with Wolfson Hillel Primary School 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 however the below is not everything. Copies of the full policies are kept at the Club and are available for parents to consult at all times on our website and are emailed out when you register your child with us. When updates are made to any policies, the full copy will be shared.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from Reception and Year 1. Year 2 children can attend the club if they have siblings who attend or if they attended in Reception/Year 1 and wish to stay on. The club is designed and developed for children in Reception and Year 1.

Admission to the club is organised by the Director, Natalie Lewis and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, in relation to spaces available to meet our staffing ratios. See our **Admission and Fees Policy** for more details.

We require a completed registration, via our booking site, Pebble, for your child and full payment before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for the following term should be confirmed half a term before. Children already attending have 2 days priority over new starters. We cannot keep a place open for your child unless you complete a new simple registration form.

We cannot offer trial sessions, due to the amount of admin, planning and operational work that goes into the sessions including food provision. Children also prefer the stability of the same group at each session.

Payment of fees

The current fees are **£23** per child per two-hour session. Fees are payable in advance of term by bank transfer and Tax-Free Childcare payments, as well as online card payments at the time of booking on our booking site, Pebble. The method of payment depends on which option you choose to book. Sessions are charged the same whether you choose to pay later via the “free ticket” option or pay by card online.

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 sessions on days the school is closed (or closes early) due to school holidays, religious Holidays, bank holidays and professional training days.

Please ensure that fees are paid either online via card payment on Pebble, or promptly by the date stated on the invoice (usually 28 days or before first session), if you selected the ‘free ticket’ option on their website to pay later by bank transfer/Tax Free Childcare. If you are having difficulty paying fees, please speak in confidence to the Manager/Director to arrange a split payment plan.

Changes to days and cancelling your place

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

Refunds may be given before the term begins, less an admin fee of £50 per session day booked. Cancellations less than 7 days before term starts will not be refunded.

If we cannot run a session due to viability, then we will offer to transfer your booking to an alternative day or issue a refund.

Once a term has commenced, we are unable to offer refunds or credits for any remaining sessions, except for in an extenuating circumstance such as medical issues with a note or if a child is moving schools. Our costs for the team and materials are committed based on termly bookings.

We do **offer occasional ad-hoc bookings** to children already registered with us on additional days if we can accommodate the booking. These will be charged at the usual session rate of £23 and are non-refundable and non-transferrable, with payment required ahead of the session.

Temporary changes and non-attendance

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed the 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 **by email**.

In cases of illness or emergency when notice cannot be given, please email, call or message as soon as you can. Contact details can be found at the end of this Handbook.

Arrivals and departures

Our team will meet the children in the Reception classroom. The children in Reception are already there and the Year 1 children are escorted to the classroom by member of our team. Year 2 children are reminded of their attendance at our club and make their own way to the Reception classroom. A register is taken when children arrive in our care, and an authorised adult must sign out your child each day when you collect them, a password may be requested.

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. We have stringent procedures in place such as photos of authorised adults to collect and may request the password to be given.

Snack will usually be around 16:40.

We operate a 'soft finish' between 17:15-17:30. Collection is from the Reception classroom external doors.

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

The club finishes at 5.30pm sharp, if you are delayed for any reason please contact the Club to let us know. A late payment fee of £10 per 10 minutes/ £1 per minute will be charged if you collect your child after the Club has ended. This is to pay our team towards any extra team wages and transport costs incurred.

If your child remains uncollected after 6.30pm 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 the team 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.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

We 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, the team 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 individuals 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 them 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. At least one member of the team is trained in first aid and a first aid kit is kept with us in the room. If your child has a minor 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 your child's key person, the Manager, or any other member of the team.

Verbal complaints will be brought to the next team 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 After School Arts Club 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 email and phone, 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

- engage a supplier to process data on our behalf (e.g. for snack orders, or issue invoices, or for our booking platform, Pebble)
- 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 or have a chat.
- 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 permission for any special events.
- Listen to your views and concerns to ensure that we continue to meet your needs through regular feedback requests.

CONTACT INFORMATION

After School Arts Club – Wolfson Hillel Primary School
Monday – Wednesday 3.30-5.30pm
Reception Classroom
154 Chase Road
N14 4LG

Ofsted Registration number: 2830426

Correspondence Address:

71-75 Shelton Street
Covent Garden
London
WC2H 9JQ

Contact email: info@afterschoolartsclub.com

Manager & Office: Natalie Lewis (Director)

Tel: 07356 005662 (**message or call re: non-attendance on day of session or in case of emergency to pass onto team**)

Email: nat@afterschoolartsclub.com

Wolfson Hillel School Designated Safeguarding Lead

Hannah Bunt
Tel: 07939193764
hannah.bunt@whjps.jcat.co.uk

Early Years and Childcare Service

Enfield Children's Social Care team - Out of Hours 0208 379 1000.

Social Care: 020 8379 5555 - childrensmash@enfield.gov.uk

Social Care out of hours contact 020 8379 1000

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Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231