



STONE-WITH-WOODFORD PRIMARY BEFORE & AFTER SCHOOL CLUB:

‘EXTRA TIME’

PARENTS’ HANDBOOK

BOOKING LINK: [HTTPS://WWW.TEACHSPORT.ORG/TSC4K/SOUTH-WEST](https://www.teachsport.org/tsc4k/south-west)

On site mobile number: 07934260762
Booking enquiries: southwestbookings@teachsport.org
TeachSport office mobile number: 07530767190

ABOUT THE CLUB

The Before and After School Club 'Extra Time' is registered with Ofsted. The Before and After School Club 'Extra Time' is based at Stone with Woodford C of E Primary School.

Teachsport South West are a well-established, experienced local provider of high-quality services. We support primary schools in their delivery of PE and school sport, including holiday academies and Wraparound childcare provision.

We constantly strive to maintain and extend a reputation of high-quality management and delivery. Teachsport achieves this by having values of education and professionalism at our core. Our key policies ensure we follow Safer Recruitment and Safeguarding practices, and we have a rolling programme of quality assurance checks and internal staff development and training.

MISSION STATEMENT AND AIM:

- To provide safe, professional and active childcare to children of all ages, physical abilities and interests.
- At Breakfast Clubs and 'Extra Time' 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.

Our wraparound care (before and after school care) is committed to meeting the needs and requirements of our parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including operating times, fees/charges and the programme of activities.
- Sharing and discussing their child's achievements, experiences and progress.

Our before and after school care is committed to providing:

- Care and activities that put the needs and safety of children first.
- A programme of activities that are interesting, educational, active, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment, under safe and supervised conditions.
- A team that are experienced, educationally trained and regularly assessed.
- A reliable, professional and active childcare service for parents/carers.

TIMINGS AND COSTS

We call our Before and After School care 'Extra Time'. We offer schools, children and parents and carers the following Monday to Friday during term time:

Time slots	Cost
7.45am - 8.45am Breakfast Club	£5.00
3.10pm - 6.00pm Extra-Time Extended Hours	£11.00
3.10pm - 5.00pm Extra-Time	£7.50

Breakfast Club - Starting at 7.45, with activities and a choice of delicious breakfasts. Our breakfast clubs are the perfect start to a child's day. There are arts and crafts, tasks, play equipment and active games on offer too. Afterwards, children are escorted to their classrooms.

Extra Time - Our After School care includes lots of different, fun and exciting activities. We provide crafts, games and optional healthy snacks. We have a focus on keeping children physically and mentally active.

We are based at 'The Cottage', Stone with Woodford C of E Primary School, Berkeley, GL13 9JX. We have access to 'The Cottage', playground and all of the outside play areas.

WHAT WE OFFER

Our Before and After School Club 'Extra Time' 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 toys, home corner, crafts, board games, construction toys and games, physical play and reading etc. We do also offer messy play, sports, cooking etc.

WHAT WE PROVIDE

The food we provide at the After School Club 'Extra Time' is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. 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. Our snack time is usually between 3.15pm - 4.00pm and we allow children to decide when they are ready to eat between this time. We request that food be consumed whilst sitting at the snack table.

STAFFING

Our Club is staffed by a Site Manager, Playworkers and Sports Coaches. Directors are regular visitors and we also have volunteer staff.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks and the relevant qualifications. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:16 for children over the age of 8.

Staff also have designated roles which include: Designated Safeguarding Lead, Data Protection Lead, EYFS Key Person, First Aid Co-ordinator, SEND Co-ordinator etc.

If you have a query or concern at any time, please speak to a Teachsport 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 Teachsport Site Manager or one of the Directors (contact details are at the back of this Handbook).

ORGANISATION

Before and After School Club 'Extra Time' at Stone with Woodford C of E Primary School is run by Teachsport South West Ltd. We enjoy a close working relationship with Stone with Woodford C of E Primary School in order to ensure continuity of care and to maintain good communication links.

Please make all enquiries to Teachsport South West rather than the school itself. We are an outside provider and we will manage the Before and After School care.

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

Our provision aims to be accessible to all children and families. Admission to the club is organised by the Site Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis via our booking system - Class4Kids. See our Admission and Fees Policy for more details.

BOOKING SYSTEM AND PAYMENT

We offer a full on-line booking system via a dedicated page on our website:

<https://www.teachsport.org/TSc4k/south-west>

The system is called Class4kids and can also be accessed directly from www.class4kids.co.uk. It is a national package specifically designed for parents booking their children onto after school activities. It is very easy and straight forward, and fully GDPR compliant. We fully manage all enquiries, bookings and registers from parents and carers and we provide registers to the school admin team, electronically, for their reference.

We require a completed set of registration details on Class4Kids for your child before they can attend the club. If, by the rare occasion, we are to look after your child for the first time and you are not registered with Class4Kids, a handwritten form with the appropriate information, must be completed prior to the care. All information will be treated as confidential and will be stored appropriately.

Fees are payable in advance by BACS, Tax-Free Childcare or childcare vouchers. Please contact southwestbookings@teachsport.org for any enquiries.

PAYMENTS VIA GOVERNMENT TAX-FREE ACCOUNTS

To organise payments through the Government tax-free childcare account you can book using a discount code and then make payment on your account. Please contact southwestbookings@teachsport.org for a discount code.

To pay, search for "Teachsport Extra Time" using the postcode GL139JX (Stone-with-Woodford Primary School). Alternatively, you can use our Setting Reference Number: 2741686 to find us and make the payment for your booking/invoice. Once we receive the payment, we will send you a confirmation via class4kids.

Stone-with Woodford-Teachsport: Extra Time, GL139JX
Setting Reference Number: 2741686

CHILDCARE VOUCHERS

We accept vouchers from the childcare voucher schemes below. When making Childcare Voucher Payments please search for:

Teachsport and Buzzers South West or our Ofsted Number **2555990** or use the reference below:

- CARE4 - 08514527
- COMPUTERSHARE - 0026471003
- EDENRED - P21277517
- SODEXO - 266667
- KIDDI VOUCHERS - 2555990

- ENJOY BENEFITS - 2555990

The price per session per child applies to all children and we do offer a sibling discount. 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 bank holidays and professional training days.

CHANGES TO DAYS AND CANCELLING YOUR PLACE

We can not give refunds for sickness, cancellations or date/time changes without 24 hours notice prior to the session start time. Please see our terms and conditions on Class4Kids, when booking.

SICKNESS OR 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, Teachsport South West, 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 please try to let the Site Manager know 24 hours in advance at the latest by contacting us. 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 start and end of this Handbook.

INDUCTION

You and your child are welcome to visit the Club before your child's first day if you wish, to familiarise yourselves with the setting and to help your child settle in. Please contact the Site Manager to arrange this a week in advance.

During your child's first session, time will be set aside for an induction. The induction will include running through 'Extra Time' rules and routines (including meal times, collection etc.) and introducing your child to the staff and other children. Another child will usually be allocated to act as your child's buddy for the first session. See our **Child Induction Policy** for more details.

ARRIVALS AND DEPARTURES

Parents/carers and children are met at the gate outside the cottage for drop off at the Before School/Breakfast Club.

Our staff collect children from Reception, Year 1 and Year 2 and escort them to the After School Club 'Extra Time' or the Sports Club. School staff will escort Year 3 - Year 6 to 'The Cottage' and the register is taken when children arrive in our care.

You will be required to sign out your child and state the time that they leave the school site.

We expect that your child will normally be collected by the people you have named on the booking system. 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. See our **Arrivals and Departures Policy** for more details.

The early After School Club 'Extra Time' finishes at 5pm and the Extended Hours After School Club 'Extra Time' finishes at 6pm. If you are delayed for any reason, please telephone the Club to let us know. A late payment fee of £5.00 will be charged if you collect your child after the booked finishing time (5pm or 6pm) and an extra £5.00 per every other 15 minutes. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.30pm (30 minutes after our 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 EDUCATIONAL NEEDS OR DISABILITIES

We make every effort to accommodate and welcome any child with special educational needs or disabilities (SEND). 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 SEND. For more details on equal opportunities and SEND see our **Equalities Policy**.

BEHAVIOUR (CHILDREN)

Children and staff will create rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see. We have a **Behaviour Management Policy**, a copy of which is available to all parents and carers. Generally, 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 and we follow a similar behaviour management strategy as Stone with Woodford C of E Primary School. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, as a result of special educational needs, day to day events or feelings and emotions etc.

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 Site 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 kits are kept on the premises. If your child has an accident, or head bump, whilst in our care, you will be informed when you collect your child.

For full details see our **Illness and Accidents Policy**.

MEDICATION

Please complete the medical information when registering your child/children on our booking system - Class4Kids. Please also let the Site 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 Site Manager, Director 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 Teachsport's Before and After School Club 'Extra Time' 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, email and 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 payments and news.

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 Class4Kids and stripe to process online payments

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 we 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) who we are registered with.

** 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

Before and After School Club 'Extra Time'
'The Cottage'
Stone with Woodford C of E Primary School
Berkeley
GL13 9JX

On site mobile number: 07934260762
Booking enquiries: southwestbookings@teachsport.org
TeachSport office mobile number: 07530767190

Club enquiries mobile number: 07530767190 (please leave a voice message if there is no answer).

Ofsted Registration No: 2555990

Company Address:

Teachsport South West

103 Bearlands

Wotton-under-Edge

Gloucestershire

GL12 7SB

Tel (Director): 07530767190

School: Stone with Woodford C of E Primary School

DIRECTORS

Alex Windmill
Laura Windmill

EARLY YEARS AND CHILDCARE SERVICE

Gloucestershire County Council

Queries can be made via phone (01452 425959) or via email
(EYSadvice@gloucestershire.gov.uk).

LADO

Gloucestershire Safeguarding Children Partnership

Email: gsce@gloucestershire.gov.uk

SOCIAL CARE SERVICES

Gloucestershire Children & Families Helpdesk

www.gloucestershire.gov.uk

Tel: 01452 426565

Out of hours Tel: 01452 614194

childrenshelpdesk@gloucestershire.gov.uk

www.gloucestershire.gov.uk/health-and-social-care

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231