



**Happy Hours Out of School Club**  
**Parents' Handbook**

## **ABOUT THE CLUB**

We are registered with Ofsted registration number **EY558584**, we accept all Birchwood Primary School Children. The club is open from 3.05pm until 6.30pm weekdays, during term time. We will keep you updated about the club, via a termly newsletter and more regularly on our website. We will also carry out an annual survey to help understand your priorities for the club with a view to help continuous improvements.

You will be able download our inspection report from this link once we have had our first graded inspection.

<https://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/>

We are based in the dining room where most activities will be provided we will have the use of the hall, KS1 playground and the field. We will use the outdoor areas as much as possible and in most weathers.

### **Aims**

At Happy Hours we aim to provide a safe, secure child centred environment where families can feel welcome and relaxed. Here we want to develop the children's self esteem and confidence by offering a range of carefully planned routines and provision, (details set out below in what we offer). In this environment the children can make their own decisions supported by us. We aim to help the children make better choices in exercising healthier eating and giving opportunities to learn life skills. We will be helping them value and respect each other's cultures religions and differences through our planning, resources and general discussions.

### **What we offer**

Our Club 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 imaginary play, craft, board games, construction, physical play, cookery, small world play, and quiet corner reading. In addition, other resources are available for the children to select from. We are pleased to be able to offer a professional dance instructor for one hour a week.

### **What we provide**

The food we provide at the Club 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 always. 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. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### **Staffing & Key Responsibilities**

Our Club is staffed by Lisa Bailey and Morag Moss, we are in the process of employing additional staff. We aim to provide a smooth transition between school and club.

All our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a

staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:15 for children over the age of 8.

Morag Moss: Special Education Needs Co-ordinator

Morag Moss Equalities and Inclusion Co-ordinator

Morag Moss Fire Safety Officer

Lisa Bailey EYFS Key Person

Lisa Bailey Designated Child Protection Officer

Lisa Bailey Health and Safety Officer

Lisa Bailey First Aid 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 Lisa or Morag via phone or email.

## **Organisation**

Happy Hours is a privately-run business. We employ our own staff following the Safe Recruitment Process. We enjoy a close working relationship with Birchwood Avenue Primary School. In doing this we ensure continuity of care, maintaining good communication links, therefore helping to care for the children in the best possible way.

## **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

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the 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, except for siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

## Payment of fees

The current fees are as follows:

3.05pm - 4.45pm £8.00

3.05pm - 5.30pm £9.50

3.05pm - 6.30pm £12.50

Sibling discounts are as follows, 1<sup>st</sup> child full fee, 2<sup>nd</sup> child 5% discount and the third child 10% discount

Fees are payable in advance, we would like two weeks paid in advance, by bank transfer, cash or childcare vouchers. We accept vouchers from all schemes, this includes the new Government Tax Free Childcare Scheme.

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 bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

## Changes to days and cancelling your place

You must give us two weeks' 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.

## 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 48 hours 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.

## Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During this time, we will give you an induction on the running of the clubs rules and routines, including snack time and collection, you and your child will also be introduced to the staff members.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

## Arrivals and departures

Our staff will collect children from KS1 classes via the playground and escort them to the Club, KS2 will make their own way directly to the dining room. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

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.

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

The club finishes at 6.30pm if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5.00 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to contribute towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 7.00pm [i.e. 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 the ethos 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 because of special needs. We will try to be flexible 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 your child's key person, the Manager, or any other member of staff.

Verbal complaints will be logged, and a discussion will take place to see what action is needed.

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.

## 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

### Club mobile number:

**Lisa Bailey 07914114590**

**Morag Moss 07914114591**

Please leave a voice message if there is no reply.

**Ofsted Registration No: [EY558584](#)**

### Correspondence Address:

Birchwood Avenue Primary School

Birchwood Avenue

Hatfield

Hertfordshire

AL10 0PS

### Club Staff

Manager: Lisa Bailey

Deputy: Morag Moss

Playworkers:

### Early Years and Childcare Service

1. Targeted Advice Service - 01438 737511
2. Contact Children Schools & Families 0300 123 4043
3. Inform my inspectors - OFSTED 0300 123 1231
4. Hertfordshire Safeguarding Children's Board - 0844 353 3270
5. NSPCC: 0808 800 500

### Ofsted

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