



## **Canterbury Club - Wrap-around Care Handbook**

Welcome to St Thomas Becket wrap around care. We hope your time with us is happy and your children grow and thrive spiritually, physically and emotionally whilst having lots of fun.

Our contact email is: [canterbury@thomasbecket.croydon.sch.uk](mailto:canterbury@thomasbecket.croydon.sch.uk). Please note, emails received after 6pm will not be seen until 9am the following morning.

This handbook covers a brief outline of our breakfast club and after school provision to ensure greater understanding and a strong partnership between the school and our families using the service. Please read this handbook carefully and feel free to discuss any questions you may have.

The breakfast club and after-school club are held in the Canterbury Room. Entrance is via the footpath on Becket Close, adjacent to the car park.

Our goal is to provide all children within our care with a happy, safe, caring and stimulating environment before and after school. It is our aim to treat each child as an individual, encourage them in everything they do. We will always provide a quality service, and will continually look for ways to improve the quality and services offered.

The breakfast club and after school club is a team effort, sharing responsibilities with families to provide the best care for the children. Any needs or issues are openly and confidentially discussed. Please feel free to telephone or email us to discuss anything or pass on information.

### **Safeguarding / Child Protection**

In accordance with the schools' safeguarding procedures, all staff members/volunteers will have an enhanced DBS check and at least one member of staff will be trained in first aid. The whole of society has an obligation to protect children and we have a duty to report any suspicious incidents as well as accidents to the relevant authorities. The welfare of the children is paramount and we are required by law to complete a report for all accidents, injuries, incidents or illness which must be signed by us and by you. This also includes any injuries that the children may have when they arrive. A brief explanation on how they occurred, what they are e.g. grazed right knee due to falling off the scooter in the park, and again your signature will be required to witness the entry. Any concerns of possible abuse will be recorded and it is our duty to pass these concerns to the relevant authorities.

### **Registration**

All parents must complete a registration form for all children attending the breakfast club or after school club before booking any session. Places are allocated on a strictly 'first come first serve' basis. A registration form for breakfast club and after school club can be found [here](#).

### **Breakfast**

At breakfast club we provide a healthy balanced buffet style breakfast and drink daily, including a selection of cereals, toast, crumpets, bread muffins, milk, water and juices.

Breakfast will be served up to 8.30am.



## **Afternoon**

**A substantial snack** is provided for children attending after-school club. This is likely to be a sandwich, toastie, pasta, soup or beans on toast in colder weather, some fruit and a glass of milk, unsweetened juice or water. **A full cooked meal is not provided and it is likely that your child will require supper after they have been collected.**

Children are encouraged to eat the food provided but are not expected to eat what they do not wish to eat. We endeavour to make the after school club enjoyable, interesting and an opportunity for a positive learning experience, encouraging healthy eating. Juice or water is available throughout the session.

## **Collection**

Collection of your children will be from the Canterbury Room where you will sign them out. It is essential that you arrive by 5.55pm at the latest so that the club is able to finish at 6pm. Please do not be late; this is distressing for your child and your child cannot be cared for after 6pm. The club will operate a 'three strikes and you're out' policy where, if you are significantly late (after 6.05pm) on three occasions in a rolling 12 month period, the club reserves the right to withdraw the offer of service. This is so that we can ensure an affordable service for families, by not regularly paying overtime for frequent lates.

Wrap around care staff should be introduced to anybody who will be bringing your child each day and made aware in good time of any changes to arrangements. This is particularly important if parents separate and custody or access arrangements change.

If you think you may be late to collect your child, i.e. after 5.55pm, please call the after school club on 020 8654 3006 (option 4). We understand that very occasionally crises can happen, however we reserve the right to ask you to remove your child from the club due to persistent late collection. There will be a late collection fee of £5 per 5 minutes (or part thereof) after 6pm.

## **Learning Through Play**

The children choose what they want to do from many activities, such as:

- Fun quizzes, board games, team games & activities to encourage co-operative play.
- Reading together.
- Lego, dolls and small world.
- Outside activities using the field, hall or playground.
- Creative art; painting, modelling, design, drama & role play, dress up encouraging imagination & innovation.
- After School Club will offer an opportunity for children to complete homework in a peaceful environment, with guidance from one of our staff.

## **Outside Play**

All the children will go outside for at least part of the time whenever possible; this is why appropriate clothing and sunscreens (depending on the weather) are vital. Without sun cream and a hat. We will not be able to allow your child(ren) to participate in outdoor play in the summer. This also applies to suitable clothing for winter.

## **Illness and Medication**



If your child(ren) becomes ill whilst in our care, we will notify you immediately and should it be necessary request that you collect them. If you cannot be reached the emergency contact person will be called and asked to pick the child(ren) up from the school. We are unable to administer any medication to your child(ren) other than relief medication for asthma or allergic reactions.

We follow the same as the school criteria regarding illness.

If your child(ren) requires regular medication then you will need to fill in a 'Permission to Administer Medicine' form and your signature will be required to acknowledge each dose of medicine. Please see our Administration of medicines policy for details. Copies of this are available at the school office.

### **Medical Emergencies**

We make every effort to keep the child(ren) safe through supervision and childproofing but minor bumps and scratches are inevitable. Minor injuries receive appropriate first aid. The injured area will be washed with water and a dressing or ice applied. We are not allowed to apply antiseptics or anti-bacterial medications.

If an emergency injury or illness occurs, you will be contacted as soon as possible. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

An Accident/Injury report is filled out for all injuries occurring at the after school club following our usual school procedures and accident book. We will always inform you in the event of a head bump.

Parents/carers must notify staff immediately of any changes to their child's health or home circumstances and contact details.

In the event of a child needing urgent medical attention and an appropriate person not being contactable, the signing of the registration form will be understood to be consent that a member of staff can give permission for whatever medical treatment a doctor or other medical professional may advise to be necessary.

You will need to establish an emergency contact person in the event that you cannot be contacted. We would prefer to meet everybody whom you give written permission to collect your child(ren). Any unauthorised person will be asked to leave immediately as the child(ren)s' safety is paramount.

### **Health & Safety**

- All staff hold an enhanced criminal records check.
- At least one member of staff will hold a paediatric first aid qualification, a level 2 Food Hygiene Certificate and is Designated Safe Guarding Lead trained.
- We use "Safer food, better business" guidelines from the Food Standards Agency to ensure that we comply with food safety and hygiene regulations.
- If they are attending another optional after school activity between 3.25pm and 4.30pm their club leader will ensure that they are handed over safely to the care of after school club staff.
- We regularly check the premises and equipment for any breakages or hazards that need to be repaired or replaced. Public Liability Insurance is held by the School.



- Hygiene: Toys, surfaces and sensory materials are regularly disinfected to rid items of germs that could cause illness. How and when to wash hands is taught, modelled and reinforced by gentle reminders and visual clues in the toilet and bathroom.
- All hazardous cleaning equipment is kept in original containers in the cleaning cupboard which is inaccessible to the children.
- We have fire and emergency drills termly so that the children know what to do in the event of an emergency. Our smoke alarms are checked regularly. Please ask if you would like any further information or advice on childproofing your home.

### **Behaviour and Club Rules:**

We take a positive approach to managing behaviour and follow our usual school behaviour management procedures. For everybody to be safe and happy we have club rules which are regularly discussed and practiced with the children. If you have any concerns at any time about your child and their social or emotional welfare whilst at the provision, please discuss it as soon as possible with a member of staff. If a child demonstrates inappropriate behaviour, the Head Teacher has the right to withdraw that child from the provision.

### **Opening Hours:**

Breakfast club runs from 7.30am to 8.45am. At 8.45am the children are taken into the playground to join their peers.

The after school club runs from 3.25pm to 5.55pm term time only, (excluding inset days). Please note that at the end of terms, when school breaks up at 2pm, after-school club will not operate.

### **Cost:**

The cost of Breakfast Club is £6 per session.

The cost for after school club is £12.50 per session from 3.25pm up to 5.55pm. Fees are payable through ParentPay and are **charged in advance**.

Payment must be **weekly in advance**. We reserve the right to make termly changes in rates and policies and will notify you in writing of any changes.

Breakfast club and after school club 'Spot purchase' sessions are available to parents who do not require regular set days and times, but must be booked in advance. We will only be able to offer a place to your child if your child is registered and if there is availability on the day.

Pupils may attend after school club after finishing a different club at 4.15pm. They will be taken to the club by the member of staff leading the club. However, there is no discount available if the child does not join the club until 4.15pm. This is because the space can not be sold for a part-session to another family and the club has been carefully costed to make it as affordable as possible for families, while still covering its costs. If the club does not cover its costs, we will not be able to ensure its future.

### **Payment Information:**

Payment is made via ParentPay. Childcare vouchers are also accepted and many families find these a tax efficient way of funding their child care. Please contact the school office for further assistance.



Late payments will incur a weekly charge of £10.00. Please contact the Head Teacher if you have any specific circumstances.

### **Cancellation Notice**

A notice period of 48 hours is required to cancel any booking(s). If we do not receive a cancellation notice before the 48-hour period, then the session will be charged at the normal rate. Any cancellation for a Monday session must be made by 7.30am on the Friday before for Breakfast Club and 3.25pm on the Friday before for After School Club. Notice given over the weekend for Monday morning or Monday afternoon does not count.

The Breakfast and After School Clubs operates independently of the school. The school office will not have a list of who is attending and therefore will not pass on messages regarding pupils being unwell or away from school for any reason.

### **Sickness Absence**

Unfortunately, absences due to child being off ill from school on that day will not be able to be refunded.

### **Breakfast Club Cancellations**

The only possible cause for the breakfast club or after school club to cancel any sessions would be either school closure due to adverse weather conditions or problems with the building. In the event of a closure, a member of staff will endeavour to contact parents by text or phone by 7.30am for breakfast club or 1pm for after school. No charge will be made for cancellation of sessions by the school for breakfast club or after school club.

### **Complaints Procedure:**

Concerns regarding the breakfast/after school club provision or facilities should be made to the after school club manager in the first instance. This can be done by email or in-person by appointment only. We believe that children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with you and we welcome suggestions on how to improve our breakfast club and after school club at any time. All concerns will be taken seriously.

Should the concern or complaint not be resolved at this stage, then parents/carers should make an appointment to see the Head Teacher who will then follow the school's complaints procedure.

We believe that most complaints are made constructively and can be resolved at an early stage. It is in the best interests of all parties that complaints are taken seriously and dealt with promptly, fairly and confidentially. Making a complaint will NOT affect the standard or quality of care given to your child or losing their place at the club.