



**uKids**



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School Wraparound Clubs

Parents' Handbook

## ABOUT THE CLUB

All uKids settings are registered with Ofsted, more details can be found on the club's webpage. Clubs are open from 7.30am until the start of school and 3.30pm until 6.00pm weekdays, during term time.

At uKids 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.

### 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, home corner, craft, board games, construction, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select from our equipment library.

### What food 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 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. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

### Staffing

Our Club is staffed by a manager, deputy manager and a team of playworkers playworkers. In addition, we have volunteer staff. Our aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:10 for children.

Manager: Special Education Needs Co-ordinator, Equalities and Inclusion Co-ordinator, Health and Safety Officer, Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person, EYFS Key Person, Child Protection Officer, Data Protection Lead

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 the manager whose details can be found on each club's webpage.

**Please try to avoid speaking to the school regarding the after-school care club. We will aim to sort any issues you may have.**

## **Organisation**

uKids is run as a private business. We enjoy a close working relationship with your school in order 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. 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, with the exception of 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 you to fully complete the online booking for your child before they attend the club. This information will be treated as confidential and will be stored appropriately.

### Payment of fees

The current fees are **£12.50** per child per session (3.20 pm -6 pm), **£8.00** for a 90 minute session (4.30-6). Fees are payable in advance by online payment or by using childcare vouchers.

The price per session per child applies to all children.

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

There is a full week booking discount for each club alongside a 10% discount for any siblings.

### Changes to days and cancelling your place

You must give us 72 hours notice of termination to receive a credit towards future sessions. Less than 72 hours notice will result in no credit being given.

We do not offer refunds for sessions cancelled with more than 72 hours.

### 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 email 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

Your child is welcome to visit the Club before your child's first day, to familiarise themselves with the setting and to help your child settle in. Please contact the Manager to arrange this. Unfortunately, parents will not be able to enter the setting in the current climate.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

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 collect children that are in **Foundation, Year 1 and Year 2** from their classroom.
- Pupils in **Year 3 – Year 6** will make their own way to the hall or their teacher will drop them off.

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. Upon creating your online booking account, you will be asked to provide a PIN. Any unnamed adult that picks up will need to provide the PIN before leaving.

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

The wraparound school clubs finish at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 30 minutes of the official club finish time 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 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. 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 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.

Medication cannot be shared between uKids and the school. Both uKids and the school must be given separate medications.

## 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 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 uKids 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 and email 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 (eg to take online bookings, or to issue invoices)
- 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).

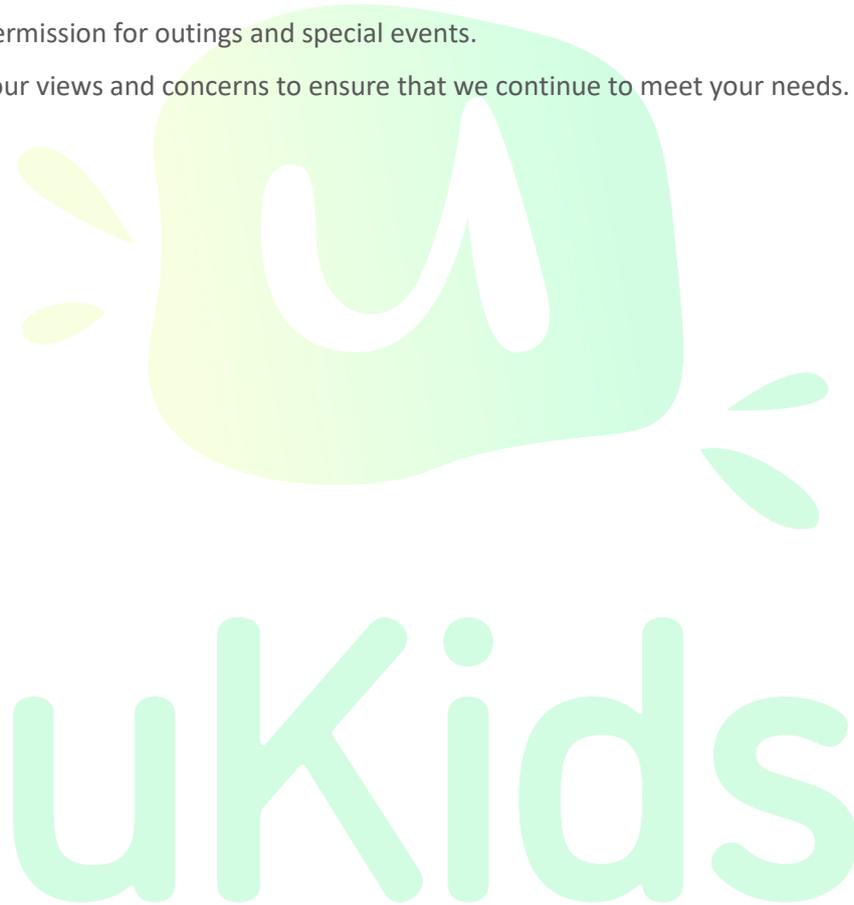
*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*



## 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, 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

uKids, Park House, 17 Headley Road, Woodley, Reading, RG5 4JB

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