



**Springfield School**  
**After School Club**  
**Parent Handbook**

## **Welcome**

Thank you for considering Springfield After School Club to provide you with your childcare.

Our aim is to provide the children with a warm, caring and safe environment in which they can gain a new experience through playing with other children and adults alike. We like to think that we can gain as much from the children as they can from us.

The club is a registered provision and fully insured. Our staff team are all qualified in childcare and any new members of staff undergo training while at the club. Further training is made available to all staff to ensure that they are kept up to date with all new legislations. It is compulsory that all our staff are either first aid trained or willing to complete a first aid course when joining the club. We undertake Disclosure Barring Service (DBS) checks on all staff for the safety of both the staff and the children.

We will provide the children with a variety of activities to cater for their every need. The activities will include use of after school club equipment, scooters, bicycles, table tennis, games consoles, puzzles, craft, wet play, games, puzzles, toys and many more.

The children will be provided with unlimited water during the after school club.

For the after school club the children will be provided with either a snack of fresh fruit and vegetables during the session.

If you have any further questions or queries then please do not hesitate to contact us on 01534 759657 or [asc@springfield.sch.je](mailto:asc@springfield.sch.je)

## **MISSION STATEMENT**

### **Our club aim's to:**

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident and independent and co-operative individuals.
- Encourage children to have a positive attitude and respect both themselves and other people.
- Promote a positive relationship with parent/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are available to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that we meet the needs of children and parent/carers.

### **Our club is committed to meeting the needs of parent/ carers by:**

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures including opening times, fees and charges and programmes of activities.
- Sharing and discussing their child's progress, achievements, experiences and friendships along with any difficulties that may arise.

### **Our club is committed to providing:**

- Care and services that put the needs and safety of children first.
- A programme of activities that is interesting, educational, 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 staff team that is experienced, well trained, and properly supported.
- An environment where no child is bullied or suffers discrimination in any form.

## **General Information**

Springfield After School Club is a registered child care provider operating from 2:45pm – 5:15pm for children that attend Springfield Primary School.

**Staff**  
All staff in the After School Club are also employed by Springfield School. This means that the adults are familiar faces that children see throughout the day.  
The manager of the club is Mrs Jo Lopes and the Deputy Manager is Miss Hayley Jopson.

**Snacks**  
After School Club provide the children with a snack and drink during the session. Snacks are made up of a range of fresh fruit and vegetables and drinks can be fruit cordial or water.

Parents are asked to note any dietary requirements or intolerances on the registration form.

**First Aid**  
At least one certified first aider will be on duty at all times. Should there be a situation where emergency services need to be called, you will be notified immediately.

**Departure**  
Each child must be signed out at the end of each session. It is the responsibility of the parent/guardian/authorised adult to ensure that they always comply with this procedure.

**Medication**  
In the event of a child requiring prescribed medication, parents must give written permission. This needs to include the name of the medication, dosage, frequency and storage. Medicines should always be stored in the original container.

**Confidentiality**  
All information is kept in the strictest confidence. All staff are aware of current data protection laws and maintain a confidential approach to holding information.

**Transport**  
If you have arranged for your child to travel home from after school club in a taxi, written permission must be given to the club manager. This is due to us then releasing your child to someone other than in our records and registration forms.

**Contract and Registration Form**  
**After School Club**

The information recorded here will be treated confidentially and is subject to the data collection protocols of the Golden Cockerels.

Full name of child:

Child's Date of Birth:

Gender: Male / Female

Age:

Year Group:

Children's Home address:

Telephone contact

Home:

Mobile:

Work:

Email:

**Parents' / Carers' details:**

	Parent/Carer 1	Parent/Carer 2
<b>Full names:</b>		
<b>Relationship to child:</b>		
<b>Home address:</b>		
<b>Postcode</b>		
<b>Home telephone</b>		
<b>Work telephone</b>		
<b>Mobile Number</b>		
<b>Email:</b>		

Details of additional persons authorised to collect your child or who can be contacted in an emergency.

	Contact 1	Contact 2
<b>Full names:</b>		
<b>Relationship to child:</b>		
<b>Home address:</b>		
<b>Postcode</b>		
<b><u>Home telephone</u></b>		
<b><u>Work telephone</u></b>		
<b><u>Mobile Number</u></b>		
<b><u>Email:</u></b>		

Doctor's name and telephone number

Any medical, allergy, dietary information or special needs. If none, **state none**

Does your child receive additional support in school? If yes, please specify the agencies involved.

## Consent and permissions

Please specify by ticking the relevant box if you do or do not give permission for the following:

Reason for permission	<u>I do</u> give permission for my child	<u>I do not</u> give permission for my child
Sun cream to be applied		
Outings from club		
Emergency Treatment  In the unlikely event that your child has an emergency, we may need to administer emergency first aid or take your child to hospital.		
Face paint applied		
Plasters administered		

Signed..... Date.....  
(Parent/Carer)



## Springfield After School Club Terms & Conditions

### **Enrolment**

A child registration form must be returned prior to the child attending their first session; any changes of information including contact information must be given to the after school club as soon as possible. Any specific special, medical or dietary needs should be given to the after school club before the child attends any sessions.

No child will be accepted at Springfield After School Club until a full registration pack is completed and returned. No children will be accepted at the club without a prior booking or notification of an ad hoc booking. In this situation, parents will be contacted to collect their child immediately.

For regular bookings, a full booking form is required. This allows us to staff the after-school club accordingly with the adult child ratio, and to make us aware of any special requirements for your child.

If there are no spaces available, you will be added to a waiting list and thereafter contacted when a space can be allocated.

In emergency situations or due to unforeseen circumstances, ad hoc bookings can be made by calling the school directly or emailing [asc@springfield.sch.je](mailto:asc@springfield.sch.je) **before 12 noon**. Providing there are spaces available, we can agree to take your child. Please see the payment section for details of how this will be charged.

### **Cancellations**

5 working days' notice is required for cancellations and amendments with a confirmed space at the after-school club. This can be done directly via the email address: [asc@springfield.sch.je](mailto:asc@springfield.sch.je) or by telephoning the school on 01534 759657.

If your child is booked in for sessions at the after school club but then is unfortunately not in school due to illness, charges will still apply for those days. The same charges will apply also if your child is attending an after school activity or has unauthorised absence as staffing ratios still need to be maintained.

Springfield School reserves the right to change session specifications wherever necessary.

A full refund will be provided in the unlikely event of the session being cancelled (e.g. weather conditions or industrial action). This will be communicated by an announcement from the school.

No charges will be made if your child cannot attend a booked session due to taking part in a school residential visit. Parents will have sufficient notice from the school regarding residential visits, allowing them to contact the after school club accordingly.

### **Late Collection**

Parents/carers are asked to leave a contact telephone number, also of two others alternatives these will be kept on file in the event of an emergency. If the child's parents/carers or emergency contacts cannot be contacted, and staff are required to stay on duty to adhere to the adult to child ratio, then the late collection fee will be applied. If we have not had any contact from the parent/carer within half an hour, then the school safeguarding policy will be activated, involving educational welfare and the police.

A late collection charge of £5 will also be applied if your child is collected after their allocated time, however if there has been a change in circumstances, i.e. work commitments or just requiring more time, after school club can be contacted via the usual school number, the child's time will be extended and you will be charged the normal rate.

**Springfield After School Club has the right to refuse entry if fees have not been paid from previous attendance.**

It is the duty of the parent or carer to advise the club if the child will not be in attendance for any reason.

We reserve the right to cancel the booking if payments are not up to date. 5 days' notice will be given for you to make other arrangements for childcare.

**Payment**

Springfield School are not in a position to financially support children attending the after school club. Parents that are in receipt of income support may be able to receive additional financial help and should take advice from income support by contacting them on 01534 444444 or by email: [income.support@gov.je](mailto:income.support@gov.je). Alternatively, visits to the 'Customer & Local Services' on La Motte Street are also encouraged to seek face to face guidance.

Fees are chargeable as follows:

2:45pm – 3:45pm £5.50 (£4.00)

2.45pm – 4.45pm £7.50 (£6.00)

2.45pm – 5:15pm £8.00 (£6.50)

If you have more than one child attending the after school club, the charge for your first child is as above. Any additional siblings will be charged as shown in (£)

Our preferred method of payment is online banking; however, accounts can be paid by cash or cheque.

Payments online can be made to: [https://one.gov.je/service/Springfield School Payments](https://one.gov.je/service/Springfield_School_Payments)

Ad hoc bookings will need to be paid for on the day or within 5 working days as an invoice will be issued. Failure to pay may result in future bookings not being considered or agreed.

I agree to pay my fees for each half term within 14 days of invoice by cash, cheque or bank transfer. I understand that **failure to do so may result in losing my child's place at Springfield After School Club**

Receipts are issued following full payment.

I understand that I must collect my child by the time I have paid for. Failure to do so will result in an immediate late collection charge of **£5 for every 15 minutes.**

I agree to collect my child, when contacted by a member of staff, if he/she becomes ill and to keep him/her at home until he/she is well.

In the case of any complaints or concerns regarding the practice at Springfield After school Club, please address your complaint or concern in writing to Mrs Jo Lopes who is the manager. If you do not receive a satisfactory response, you will then be referred to the formal complaints procedure.

Child's Name.....

Signed.....

Date.....

(Parent/Carer)

Springfield After School Club: [asc@springfield.sch.je](mailto:asc@springfield.sch.je)

## **POLICIES**

It is important that all parents/carers familiarise themselves with our policies so they understand how our club runs. In this next section I have outlined some of the policies.

### **ADMISSIONS POLICY**

Our After School Club admits children on an equal opportunity basis.

The following points will still apply: -

- Children will be admitted on a first come first served basis.
- Availability of spaces on specific days cannot be guaranteed.
- Special needs will be catered for provided funding is available for those needing one to one supervision.
- The ratio of staff to children is legally set so it is not possible to offer one to one care for extended periods of time.

### **BOOKINGS POLICY**

Springfield After School Club is registered to take 50 children.

After school sessions are to be booked and paid for every half term.

It is the parent/carers responsibility to make sure their child/children are booked in. If children are not booked in for sessions then they cannot attend.

## **EQUAL OPPORTUNITIES POLICY AND PROCEDURES**

THIS POLICY APPLIES TO ALL STAFF, CHILDREN, PARENTS/CARERS.

Our club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination for everyone in our community.

Objective – To ensure that all people working in and using our club have equal access to the services and employment opportunities we provide.

Definition – Equality of opportunity means being proactive in order that no individual or group is disadvantaged by our actions, prejudice or ignorance of their needs, expectations or aspirations.

The clubs equal opportunities procedures aim to help everyone involved in the club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provisions and to ensure that our services strive to achieve equality of opportunity for all.

The club aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The club will endeavour to challenge any offensive behaviour, language or attitudes with regard to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

To realise the clubs objective of creating an environment free from discrimination and welcoming to all, the club will:

- Ensure that its services are open and available to all parents/carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the clubs services.
- Treat all children and their parents/carers with equal concern and value.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

## **BEHAVIOUR MANAGEMENT POLICY**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their plan and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this: -

1. Rules governing and the conduct of the group and the behaviour of the children will be discussed and agreed with all newcomers, both children and adults. Where appropriate this might be achieved by a period of 'time out' with an adult
2. All adults must ensure that the rules are applied constantly, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
3. All adults will try to provide a positive model for the children with regard friendliness, care and courtesy.
4. Adults will praise and endorse desirable behaviour such as kindness and willingness to share.
5. We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
6. In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame.
7. In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
8. Adults will not shout or raise their voices in a threatening way.
9. Adults in the club will make themselves aware of and respect a range of cultural expectations regarding interactions between people.

### **Procedure for dealing with a child who behaves in unacceptable ways:**

A child will be given 2 warnings and will then be given 5 minutes thinking time. This will be spent with a member of staff discussing the problem. If the problem still reoccurs then a manager will talk to the child and their parent if necessary to resolve the issue.

At no point shout staff raise their voice in a threatening way, single the child out or make the child feel singled out.

No physical punishment such as smacking or shaking will be used or threatened.

## **CHILD PROTECTION – POLICY AND PROCEDURES**

The safeguarding at After School Club follows the same procedures as the school. All staff are trained and updated in Safeguarding and Child Protection and have a clear understanding of the procedures to be followed. We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

### **Health and Safety**

All staff are aware of health and safety in the school setting and maintain a safe environment. Regular risk assessments are completed that identify potential hazards in order for these to be corrected.

All accidents are recorded in the accident reporting log and this is signed and dated as a record of any incidents and actions taken.

Should there be any accidents; appropriate protective equipment will be used to deal with situations safely and hygienically.

A qualified first aider and fully stocked first aid box are available at all times.

All our equipment is regularly cleaned and checked

A record of medication is available to track the administration of prescribed medication. This is signed and dated by the member of staff administering the medication.

## **Food and Drink**

Our club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

When preparing food and drink, staff will follow food safety guidelines to ensure that the safety of all staff and children is paramount. In addition to this staff will be careful to ensure that the safety of both staff and children when using sharp or dangerous objects in food and drink preparation.

The club is registered with the Government of Jersey to provide food. All staff who either handle or prepare food have a food hygiene certificate and are trained in food storage, preparation, cooking and food safety.

As part of a child's settling in period the club requires the parents/carers to complete a registration form which includes information about any special dietary requirements or allergies that the children suffer from. The manager and staff will make sure that any food or drink offered to children takes into account this information to safeguard the children's health and as far as possible their preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food or drink will ever be used as either punishment or reward.

## **Healthy Eating**

The club recognises the importance of healthy eating and a balanced and nutritious diet. Low fat and low sugary foods will be available as much as possible.

The club will not regularly provide sweets for the children and will avoid excess amounts of fatty or sugary foods where possible. The club will provide a choice of non-sugary drinks and make sure that fresh drinking water is available at all times.

## **Cultural and religious diversity**

The club and its staff are committed to embracing the cultural and religious diversity of the families that use our service. The manager and staff will work with parents/carers to ensure that any particular dietary requirements are met.

## **CONCERN AND COMPLAINTS**

Our aim is to continuously improve the service we offer.

We welcome all comments from our parents/carers whether they be positive or negative.

At Springfield After School Club, we do our utmost to ensure that children attending are well cared for and happy. In the event of any parent/carer being unhappy about any aspect of the care your child is receiving, or if you have any reason for concern, you should in the first instance raise the matter verbally with the supervisor.

If you then wish to register a concern or complaint about the service you receive from us then you can write or email the person responsible for managing the club - Mrs Jo Lopes.

All written complaints will be investigated, stating any action taken, the outcome of any investigation and a summary will be provided on request to any parent of a child for whom we provide care for

If you decide to write then you can send your letter to:

Mrs Jo Lopes  
After School Club Manager  
Springfield School  
St Marks Road  
St Saviour  
Jersey  
JE2 7LD

The email address for the club is: [asc@springfield.sch.je](mailto:asc@springfield.sch.je)

You will be notified of actions taken as a result of your complaint within seven days of receipt.

If you would prefer not to notify the club of your complaint then you can send your complaint in writing to:

Mr M Robson  
Springfield School  
St Marks Road  
St Saviour  
Jersey  
JE2 7LD

If ongoing action is required on the part of the club you will be updated weekly until the matter is concluded. Never feel reluctant to express concerns or seek clarification. If a problem is important enough to concern you then it concerns us.