



Park Hall Road
Walsall
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BEFORE & AFTER SCHOOL CLUB

Term time opening

Morning 7:30am - 9:00am

Afternoon 3:15pm - 6:15pm



Registered Company No. 3166663
Registered Charity No. 1058425
Ofsted No. 254478

Dear Parent/Guardian

Thank you for choosing to send your child to Park Hall Community Association's Before & After School Club.

If you require this leaflet in another format, for example: large print, audio or in another language, please speak to the duty receptionist and every effort will be made to provide you with the alternative format as soon as practicable.

Our aims are to:

- Provide opportunities for children, through play, to make choices, find solutions to problems and develop play at their own pace.
- Create a relaxed, pleasant atmosphere in which children
- develop social skills and self esteem.
- Develop opportunities for adults to listen to children and
- respect their views, opinions and concerns.
- Respond to children's needs.
- Provide opportunities for children to explore and understand the wider world, have a positive image of themselves and promote respect for different cultural and social backgrounds.
- Ensure the health, safety and well-being of the children in our care at all times.

Policies and Procedures

All of our policies and procedures are available for inspection at any time, in reception and in the Before and After School Club.

Equal Opportunities

Our staff actively promote equality of opportunities and anti-discriminatory practice for all children and adults.

Special Needs

Our philosophy is that children with differing needs have a right to develop to their full potential alongside other children.

Child Protection

We work together to keep all of the children in our care safe and free from harm. All of our staff have enhanced clearance from the Criminal Records Bureau. Staff have received child protection training and child protection issues are coordinated by Jill Jones (Senior Childcare Coordinator) and Pat Newman (Play Scheme Coordinator).

Comments & Compliments

We appreciate your comments & compliments, as we always strive to provide the best possible service to all of our customers. Feedback forms are available in reception.

Complaints

Should you be unhappy with our service please speak to the Senior Childcare Coordinator in the first instance, who will endeavour to resolve your complaint.

What you can expect from us

Children are taken into school in the morning and collected from school in the afternoon. In the morning they are offered toast and a drink, and in the afternoon they are given a drink and biscuit. For those children who stay after 4:30pm a snack is provided.

There is a wide variety of activities offered to children including snooker, crafts, board games, books, videos, Playstation and sports outside when the weather permits. In fact we offer the kinds of activities that they would be participating in if they were at home.

Children may be escorted to and from school and community activities so that they can take full advantage of extra curricula activities. The Association also provides childcare facilities during most of the school holidays, teacher training days and voting day.

Expected behaviour

Emphasis is placed on having fun, although obviously there have to be guidelines. We are sure that you will agree that there should be certain standards of behaviour expected from the children.

At the beginning of each year we agree with the children what is and is not acceptable behaviour. The Association's guidelines for dealing with unacceptable behaviour are as follows:

Bullying and Misbehaviour

In order to deliver a quality service it is important that children who do not behave in an acceptable manner do not disrupt other children. At no time will misbehaviour, bullying nor physical or verbal aggression towards staff or other children be allowed.

The Association will not tolerate personal abuse towards adults or children.

Procedure for serious misbehaviour

- There will be three verbal warnings; they will be written down and recorded.
- Parents will be notified of each warning.
- If behaviour does not improve it could result in suspension.
- Persistent or extreme bad behaviour will result in a ban from the Club.

Positive behaviour will be encouraged and praised

We positively support racial, gender and physical equality and nurture an understanding of cross-cultural perspective and values. We try to ensure that the specific needs of all children are met and that they are presented with positive images of people from all walks of life.

GUIDELINES FOR PARENTS

For Health and Safety reasons the following rules form the basis of your membership of the Before & After School Club. Failure to comply with these rules may mean you forfeit your membership:

Booking In

- Children **must** be booked into Club at least 24 hours in advance as staff levels are set in advance. We are an Ofsted Registered childcare provider and for the safety of both children and staff we must comply with our set staffing ratio.
- Payment must be made at the time of booking in order for the Club to remain financially viable.
- Telephone bookings are not accepted, except for in the case of a genuine emergency.
- You must inform us if your child is taking part in a school or community activity. If attending school activities, payment must be made for **all** sessions up to the time they go home, as our staff are on site to take responsibility for your child.
- If your child attends a school activity which is subsequently cancelled the Association cannot be held responsible for the collection of your child if he/she is not booked into the Club on that evening. We cannot guarantee that we will have enough staff to accept any extra children.
- Please do not arrive before the advertised start time. Staff need time to prepare the rooms safely before Club starts and are not authorised to receive your child any earlier than 7:30am.

Collection

- If you anticipate being a few minutes late you must contact the Association in order for us to reassure your child.
- It is your responsibility to arrange for someone to collect your child if you anticipate being late by more than a few minutes.
- Collection after the session booked will incur a charge for an additional session.
- Collection after 6:15pm will incur a £10 surcharge.
- If a child is left for an unacceptable amount of time and we are unable to contact you, then our policy is to contact the police and social services.
- Persistent lateness will result in forfeiture of membership.
- Children must be signed in and out each day by a responsible adult.
- Children will only be allowed to leave with either yourself or your nominated person.

Cancellation

- Please inform us as soon as possible of any cancellations.
- Credits or refunds will not be given if cancellation is made with less than 24 hours notice.
- If your child is booked into Club it is vital that you do not collect him/her from school without informing us first. Time spent searching for a child can be distressing for everyone and takes staff away from their duties with other children.
- If your child does not attend Club for two weeks, without prior notice, membership will be cancelled.
- If your child will be away from Club for more than two weeks, but you wish to retain your membership, please notify the Senior Coordinator in writing so that your place is not offered to another child.

If your child requires any type of medication whilst attending the Club please complete a medical administration form, available from the Senior Coordinator.

We often take photographs of the children taking part in activities. These photographs are put in our album to share with each other, used as evidence of our good practice for quality assurance and may be used for advertising purposes.

If you do not wish your child to be included in any photographs please notify the Senior Coordinator in writing.

We would like to take this opportunity to welcome new members and thank existing members for their continued support.