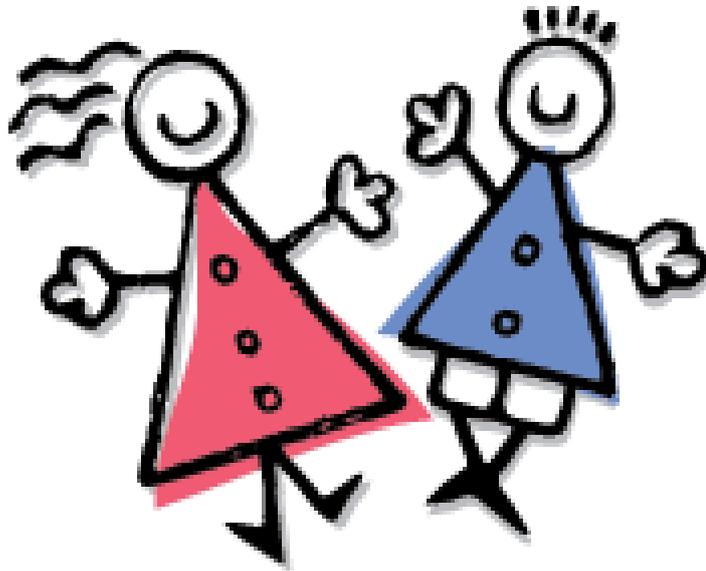


Egerton Lions



Information Booklet 2019-2020

Parents' Handbook

ABOUT THE CLUB

Egerton Lion's is registered with Ofsted (Registration No ED145981 and is based in Egerton Primary school. The club is open from 7.45am until 8.55am and 3.20 until 6pm weekdays, during term time.

Aims

At Egerton Lion's 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. The club's ethos replicates that of the school and has a strong focus on respect.

What we offer

Our Club follows the Play work 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, iPads, physical outdoor play, and reading. In addition, other resources such as baking/cooking will be offered on occasions.

What we provide

We will provide cereal, toast and a selection of fruit in the morning. In the evening we will offer a variety of healthy snacks such as wraps, flat bread and pitta with a selection of fillings. There will be fresh fruit, vegetables and salad on offer every day. 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. Once the children are registered in the morning breakfast will be served. At 3.20 the children will have the option of a drink and a snack. Once the after school clubs finish we will eat together in the hall.

Staffing

Our Club is staffed by a manager Amanda Rooney, deputy manager Paula Kendall and 2 play workers at any one time. We will also have a bank of staff available at short notice to cover absences or illness. Our aim is to provide a smooth transition between school and club.

Our senior staff have significant experience of working with children and currently work at Egerton during a school day so know the children very well. All staff undertake professional development training and have appropriate DBS checks. We maintain a staff/child ratio of **1:8** for children under the age of eight, and a ratio of **1:10** for children over the age of 8.

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.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are available on the school website via the Egerton Lion's tab. Copies of the full policies are kept in reception and are available for parents to consult at all times.

TERMS AND CONDITIONS

Payment of fees

The current fees are **£7 for a morning and £13.00 for afternoon sessions**. Fees are payable in advance when you are booking your desired sessions through the 'Magic Booking' system.

Magic Booking accept vouchers from a large selection of providers and tax free childcare payments. They are willing to add providers if they are not registered.

The price per session per child applies to all children. This is payable for all pre booked sessions including when your child is sick from school.

Changes to days and cancelling your place

You must give us one month's 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 club operates independently to the school's admin system. 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 at the earliest opportunity. 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

Arrivals and departures

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.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5 per 15 minutes up to 6.30pm and £20 thereafter will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6.30pm 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 Headteacher and 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 harm. 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.

Special Educational Needs

We make every effort to accommodate and welcome any child with special educational 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.

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 on the website.

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. However, if your child's behaviour is causing concern we will work closely with you to support a positive approach. 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 unacceptable behaviour. 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 them 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 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 Egerton Lions 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 or 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

Egerton Lions
Egerton Primary School
Bexton Road
Knutsford
Cheshire
WA16 0EE

Club mobile number: 07951751512 (Please leave a voice message if there is no reply.)

Ofsted Registration No: ED145981

Club Staff

Manager:	Amanda Rooney
Deputy:	Paula Kendall
Playworkers:	Charlie Routs Cameron Cook

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231