



ARKIDS OUT OF SCHOOL CLUB POLICY HANDBOOK

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Chair of Governors	Mary Tailby



GENERAL POLICIES AND PROCEDURES

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 the school's Safeguarding Policy.

Behaviour (children)

Arkids promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. The school has a clear Behaviour Policy, which is also followed in the Club to maintain consistency for the children.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities. 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 when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from Arkids. See our 'Arkids 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.

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.

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.



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 the 'Administering Medication' section in the school's Supporting Pupils with Medical Needs 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 to the Manager, or any other member of staff in the first instance. If the issue is not resolved, then a formal complaint may be made, following the complaints procedure as set out in the school's Parent / Carer Complaints Policy.

Club specific policies and procedures

Arkids is run by the school and therefore operates under the same policies and procedures as Rothwell CofE Primary Academy. However, as the Club operates outside of normal school hours, a small number of additional policies are necessary.

The following policies and procedures are specific to Arkids and are published in the remaining pages of this handbook. Where a policy is not listed below, the school procedures will apply:

- Admissions, Induction and Fees Policy
- Arrivals and Departures Policy
- Club Closure and Emergency Evacuation Policy
- Missing and Uncollected Children Policy
- Suspensions and Exclusions Policy



ARKIDS ADMISSIONS, INDUCTION AND FEES POLICY

Introduction

Arkids is run directly by Rothwell CofE Primary Academy and, as such, is registered with Ofsted under the Academy's unique registration number (URN) which is 140399 (DfE No. 383/2013). We provide quality care for children between the ages of 4 and 11, primarily serving the children of Rothwell CofE Primary Academy.

Admission and Waiting List

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established with the following order of priority:

1. Siblings of children already attending the Out of School Club
2. Those requiring the greatest number of sessions/hours per week
3. Children on roll at Rothwell CofE Primary Academy
4. Children living in the area attending other schools
5. Siblings of children who live in the area attending other schools

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the Admissions and Fees policy
- Registration form, medical form, parent contract, booking form, photo permission form
- Behaviour Management policy
- Parent / Carer Complaints policy

If a place is available, the parents and child will be invited to visit the Club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent/carer will be inform and the child's name will be added to the waiting list. As soon as suitable places become available parents/carers will be informed.

Booking Procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and photo permission forms, before their child(ren) can attend the club.

Permanent place:

Once booked, if a child does not attend for any reason, you will still be charged for the place and any missed sessions. If you wish to cancel the place altogether, one month's notice in writing is required.



Temporary bookings:

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours' notice. If notice is not given, the place will still be charged for.

Child Induction

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

What will happen?

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club;
- EYFS children and their parents will be introduced to their key workers;
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained;
- The child will be shown around the Club and told where they can and cannot go;
- The fire evacuation procedure and the locations of all fire exits will be explained;
- The child will be introduced to the other children at the Club;
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment;
- If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents/carers to see what can be done to make the transition easier.

Fee Structure

Fees are charged at £4.00 per breakfast club session and £10.00 per after school club session.

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also willing to take childcare vouchers once registered with the childcare provider.



- Fees are payable Monthly in advance by the 1st of the relevant month
- Fees can be paid by Parent Pay
- There is a charge of £5.00 per 15 minutes for late collection, which will be added to the next invoice
- Whilst the club is not full we will be able to swap days around but once the club numbers are at their limit this will not be possible
- No place will be given without payment
- The club accepts childcare vouchers
- Fees are charged for booked sessions whether the child attends or not



ARKIDS ARRIVALS AND DEPARTURES POLICY

Introduction

Arkids recognises that the safe arrival and departure of the children in our care is paramount.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition, we conduct regular headcounts during the session.

Arrivals

Our staff will greet each child warmly on their arrival at Arkids and will record the child's attendance in the daily register straightaway, including the time of arrival.

If a child is booked into an after school session at Arkids but is not at the agreed collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers, and follow the procedures laid out in the Missing Child policy.

Departures

Staff will ensure that they, parents or carers sign children out before they leave, including the time of collection.

Children can only be collected by an adult who has been authorised to collect them on their registration form.

The child's parent or carer must inform the Club in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures.

The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the Uncollected Children policy will be followed.

Children over the age of 8 will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.

Children below the age of 8 will not be allowed to leave the Club unaccompanied.

Absences

If a child is going to be absent from a session, parents must notify the Club in advance. If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence the Club will activate the Missing Child procedure.



ARKIDS CLOSURE AND EMERGENCY EVACUATION POLICY

Introduction

Arkids will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Reasons for Emergency Closure

The following are possible reasons for emergency closure (please note that this is not an exhaustive list):

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

Emergency Evacuation Procedure

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services;
- All children will be escorted from the building to the assembly point using the nearest safe exit;
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation;
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk;
- Before leaving the building the designated person will close all accessible doors and windows, if it is safe to do so;
- The register will be taken and all children and staff accounted for;
- If any person is missing from the register, the emergency services will be informed immediately;
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site);
- All children will be supervised until they are safely collected;
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.



ARKIDS MISSING AND UNCOLLECTED CHILDREN POLICY

Missing Children

At Arkids we are always alert to the possibility that children can go missing during sessions. To minimize the risk of this happening, staff will carry out periodic head counts, particularly when transporting children between locations.

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing;
- Staff will conduct a thorough search of the premises and surrounding area;
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers;
- Staff will continue to search for the child whilst waiting for the police and parents to arrive;
- We will maintain as normal a routine as possible for the rest of the children at the Club;
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the Incident Log. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Uncollected Children

Arkids endeavors to ensure that all children are collected by a parent / carer at the end of each session. If a child is not collected, and the parent / carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late:

- When the parent / carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent / carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late:

- If a parent / carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file;
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form;
- While waiting to be collected, the child will be supervised by at least two members of staff;
- When the parent / carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).



Over 30 minutes late:

If the manager has been unable to contact the child's parents / carers after 30 minutes, the manager will contact the local Social Care team for advice.

The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent / carer, or until placed in the care of the Social Care team.

If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent / carer where the child has been taken (e.g. to the home of a staff member or into the case of a safeguarding agency) and leaving a contact number. A further message will be left on the parent / carer's telephone explaining events.

Managing persistent lateness:

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.



ARKIDS SUSPENSIONS AND EXCLUSIONS POLICY

Behaviour Management

Arkids will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with the school's behaviour policy.

Where a child persistently behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents;
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future;
3. Details of formal warnings, suspensions and exclusions will be recorded and kept in the child's records;
4. The formal warning will be discussed with the child's parents, and all staff will be notified. Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from Arkids as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk. Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies.

Temporary Suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately.

Arkids may temporarily suspend the child for a period of up to 15 consecutive days. If Arkids takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to Arkids.



Withdrawal of Place (Exclusion)

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from Arkids which will result in the withdrawal of their place at the club.

If a child is excluded from Arkids, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions.