

# Northleaze After School Play Club

## Parents

### Membership Handbook

2017/18

#### ➤ Introduction

Northleaze After School Play (NAP) Club is a non-profit making organisation managed by volunteer parents and employing appropriately qualified staff. NAP Club provides a breakfast club, after school club and INSET day club. **It is not run by Northleaze Primary School.**

**Our aim is:** to provide parents of children at Northleaze Primary School with efficient and good quality childcare service, before school, after school and on certain school closure days. All fees and charges are to support the running of the Club and any profits are utilised to improve your child's experience.

**Our mission is:** to provide a childcare service that is responsive to parents needs through providing a safe and stimulating environment which helps develop a child's social, physical, intellectual, creative and emotional skills.

The Club is based in a separate, fully equipped room at Northleaze Primary School and provides:

- (a) Breakfast Club from 7.45am to 8.50am Monday to Friday
- (b) After School Club from 3.25pm to 6.00pm Monday to Friday
- (c) INSET day clubs 7.45am to 6.00pm as and when needed. Details are provided beforehand.
- (d) Westleaze Pre-School children can attend and are dropped off at 9am and collected at 3pm Monday to Friday.

The Club is registered to OFSTED for the provision of all three services and we meet all OFSTED's requirements. Our OFSTED registration number is EY331549.

Children are looked after by experienced staff on a maximum ratio for children under the age of 8 years of one adult to eight children, so that each child can receive special attention whilst with NAP Club.

A variety of indoor and outdoor activities are provided, including toys, games, sports, arts and crafts, and much more to help nurture your child's social, physical, intellectual, creative and emotional development in a safe and friendly environment. There is also a "chill out" area for those who need a rest.

Breakfast is provided at Breakfast Club and drinks, fruit and other snacks are provided at After School Club and INSET day club.

The Club abides by and openly promotes the Children Act of 1989 to ensure your child is safe and well looked after for the entire duration of their time at the Club. Copies of all policies and procedures are available for parents on request.

To contact NAP Club, phone **01275 395534** during the hours 7.45am-8.50am and 3.00pm-6.00pm.

*“As a working parent, NAP Club has been invaluable to me.*

*It’s great to know that my child is in good hands, meaning*

*that I can do my best at work.”*

### ➤ **What do the children think?**

We regularly ask children at NAP Club what they think of the Club and what they would like to do. Their comments are as important to us as comments from the parents. Here is a selection of the comments we received from the last children’s questionnaire in 2016.

*“I like playing on the Wii”*

*“I am able to play what I want”*

*“It’s fun!”*

*“Being with older kids”*

*“I like playing with my friends”*

*“Everything!”*

*“I like the lovely staff”*

*“All of it!”*

*“The food”*

*“I like cooking and making cakes”*

*“Musical statues in the Hall”*

*“I like playing on the computer”*

*“It’s safe!”*

*“I like it how it is”*

*“I like to chill out”*

*“I like painting and crafts”*

*“The space”*

*“The home from home feel”*

*“Everyone is nice”*

*“Freedom to play with my friends”*

*“Playing with dolls”*

*“Football and sports”*

*“I think the club is perfect!”*

### ➤ **How to Register**

Every child that intends to use NAP Club **must** be registered with the Club in advance to attending any session.

NAP Club uses an online booking system called Libacura. You may already be aware of this system for out of school activities. The link for registration is:

<https://libacura.co.uk/register/northleaze>

It takes approximately 5 minutes to complete the online registration. You will need a valid email address to complete the process. The registration section contains information required by us in order to provide a professional and safe environment for your child to play in. This includes

parental/guardian contact details. Any relevant medical details must also be provided. If any information should change during the course of your membership, including any changes to contact details or medical status, please update your account and make us aware of this change as soon as possible.

Registration costs just £25.00 per family per school year, and needs to be paid when you register your child. You are advised to register at the start of the new school year so that you can then book your child into any session of NAP Club. We cannot allow your child to attend any sessions with registration being complete and the registration fee has been paid.

Acceptance of the registration enters you into an agreement with NAP Club where you help us by encouraging your child to abide by our regulations, as laid out in this document. This will help make sure everybody knows what is expected of them.

### ➤ **How to Book**

Bookings are made on a monthly basis. The online forms are made accessible at the beginning of each month and are to be completed one week prior to the month being booked. We have provision for a maximum 48 children (After School), **allocated on a first-come, first-served basis**. The system will lock parents out on a stated date, meaning after the stated date bookings can only be made by going through a member of staff. To secure your child's place, make sure you book him/her in as early as possible.

We understand that you do not always know when you may need our childcare services and places may be available at late notice, but only if there is available space.

**Changes to bookings can be made by the parent/guardian up until the stated cut off date. After this date, changes must be made either in person at pick up/drop off or on the NAP Club Landline: 01275 395534 during the hours of 7.45am-8.50am and 3.00pm-6.00pm.**

Emergency changes to bookings i.e. those that arise during the day for after school care ONLY on that day should be notified to the school office on 01275 540077 between the hours of 9.00am-3.00pm to ensure that the teachers are aware of where pupils should be after school.

All places, whenever booked are **payable in advance**. Payments should be made by direct debit via GoCardless. You will be prompted to register an account with Gocardless after making your first booking. You can also make payments with childcare vouchers.

Any under or over payments will show on your account on Libacura. It will also be shown on statements that are sent home.

In the event that you disagree with any surcharges that have been levied, please notify the NAP Club Committee in writing immediately. The matter will be considered at the next committee meeting. **Surcharges are not a matter for negotiation with the Play Leader or Play Workers.**

When your child arrives for a session, they will be booked in and registered by us in accordance with our records and safety policy.

If children are attending any after school activities before NAP Club on any evening, please let staff know that they will be arriving late for the session. Bookings for any sessions that a child may arrive late for in this way are subject to the same booking and charging arrangements as standard sessions, as places need to be kept open and are therefore not available for another child. If the after school activity did not run for any reason children would join the NAP Club session straight from school.

We will only release children to the registered people you have told us are cleared to collect them. For their safety and your peace of mind, they will not be released to any other adult. If someone different is picking them up at the end of the session, wherever possible, this should be notified in writing in advance.

When your child is collected, they will need to be signed and timed out by the authorised collecting person. If you wish an older sibling to collect your child, you will need to complete a special form to authorise this.

Club fees are on your booking forms on Libacura. There is a £1 sibling discount on both clubs. This will show after the bookings have been saved.

Inset Day charges may vary; details will be forwarded to you via email. We seek to provide value for money at all sessions.

Please note that although we realise that you pick your children up when it is convenient to you, we would like to encourage parents to pick children up towards the end of a session in order to help us plan their activities.

We usually review the fees on an annual basis, but we will give a minimum of one month's notice to all our users before implementing any increase. Fees for and Inset Club sessions will be advised when booking forms are released.

### ➤ **Child Care Vouchers**

We are also able to accept Child Care Vouchers in part or full payment of fees. If your employer is able to provide there for you, please speak to the Play Leader so that we can ensure that we are registered with the relevant Voucher provider.

### ➤ **Cancellation of Booked Sessions**

In order for the club to run as effectively as possible we must be aware of cancellations as soon as possible. This is because staff arrangements need to be organised well in advance of sessions and staff are then committed to attending. There will be no credit for cancellations or swapping days.

However, for reasons of safety, the staff need to know at all times exactly which children will be attending each session. Therefore it is important that you inform staff if your child will not be attending (e.g. cancelled, off sick, going to a friend's house, etc). We need to avoid a situation where staff are looking for a child who is not in fact on the school premises. This can be done by

calling in or telephoning the NAP Main telephone number: 01275 395534 (during the hours 7.30-8.50am and 3.00-6.00pm.)

Any continuous failure to inform NAP Club of a child's withdrawal from pre-booked sessions may result in a surcharge and/or a review of the family's eligibility for NAP Club membership.

### ➤ **Session time and late collection of your child/ren**

NAP Club currently provides childcare cover from 3.25pm to 6pm (Pre-school 3pm.) Please note that due to insurance restrictions and government legislation, NAP Club is not insured to keep your child after 6pm.

If you collect your child after 6pm, the Committee reserve the right to impose a surcharge equal to the amount of additional cost incurred in paying staff to remain after 6pm. The staff finish work at 6pm, and it is not fair to keep them from their own lives in order to continue the safeguarding of your child. The alternative is that your child is left alone, which is a situation the Club will not allow to happen.

When a child is collected late you will be handed a late collection slip, which you will need to sign. This will indicate the time, the date and amount of surcharge due. This will then be added to your Libacura account and will need to be paid for before your next booking can be confirmed.

### ➤ **Pre-School Children**

We are able to offer a limited number of places at Breakfast Club and After School Club for 3 year olds attending Westleaze Pre-School based at Northleaze School. If you are interested in this service please contact the Play Leader for further information.

### ➤ **Sickness/Accident/Injury**

In the unfortunate event of your child falling ill, please do not send them to NAP Club, but do notify the Club of your child's absence.

If they are not in school and therefore unable to attend NAP Club, again, please notify the Club of their absence.

If your child becomes ill during a Club session, every attempt will be made to contact one of the people listed in your emergency contacts to arrange collection of the sick child. The child will be cared for until collected, and in the case of a minor accident, First Aid will be administered – there is always at least one first aider at the Club. In the case of a more serious accident or illness, the emergency services will also be called, with first aid administered as appropriate whilst waiting for their arrival.

In the case of more serious accidents, every attempt will be made to contact the parent /guardian to advise or discuss with them the course of action to be taken.

Please note the registration form contains an AUTHORISATION giving the Play Leader permission to act "in loco parentis". If the parent/guardian cannot be contacted in time, the Play Leader will invoke that authority to take action to gain appropriate medical treatment for the child.

All accidents and emergencies are entered in the Accident Book, which must be signed when you collect your child.

Staff need to be informed of any allergies or medical conditions (e.g. food allergies, asthma, etc) that your child may have to ensure they receive adequate care in the event of an emergency.

If your child requires a prescription medicine to be administered at the Club, please discuss this with the Club Play Leader in advance. A form will need to be completed.

### ➤ **Child Protection & Safeguarding**

The Club is committed to safeguarding the children in our care and has a policy and associated procedures for Safeguarding, which are kept under review to ensure that they remain up to date with current legislation and best practise. This forms parts of the Operating Procedure of the Club and is always available on site. Copies for parents/carers will be provided on request. If you have any other concerns about Safeguarding or any element of Child Protection, please contact the Chair of the NAP Committee in confidence - details are on the NAP Notice Board.

We now have a Domestic Abuse Champion in our team.

### ➤ **Complaints**

If you are unhappy with any part of the service we provide at NAP Club, please speak to the Play Leader. We are committed to providing the best possible service to our customers, and would like to hear any comments you may have.

If you are not happy with the answer or response you receive from the Play Leader, please feel free to contact the NAP Club Committee – contact details will be made available upon request. The Committee will then listen to your complaint and take appropriate action. A copy of the NAP Complaints Procedure is available upon request.

If you are still unhappy with the result, you may contact OFSTED. They are the regulating body for all after school clubs, and they will investigate your complaint through their official procedures. The OFSTED contact details are:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

### ➤ **General Information**

- To add a child to a session or a child not attending, should normally be made either in person at pick up or drop off or on the NAP main telephone number: 01275 395534 during the hours 7.30-8.50am and 3.00-6.00pm.
- Emergency changes to bookings i.e. those that arise during the day for after school care ONLY on that day should be notified to the school office on 01275 540077 between the

hours of 9.00-3.00pm to ensure that the teachers are aware of where pupils should be after school.

- The after school club only provide a snack (sandwich, toast, etc) for your child between 3.30 – 4.00pm, although fruit is available throughout the evening. Children are welcome to bring in packed tea if needed.
- To avoid any potential upsets, we would ask that children do not bring their own toys to the Club and they just use those provided by the Club. Any toys brought into school should remain in their bags.
- Please ensure your child brings appropriate clothing for the weather and season.
- The Committee reserve the right to exclude any child if their behaviour whilst at NAP Club is deemed to be detrimental to other children and everybody's safety. Procedure for continually disruptive children will firstly generate 2 written warnings to the parents regarding their child's behaviour, and then, only after full consultation with the parents, will exclusion be considered. Please refer to the rules for children attending NAP Club for further details.
- Please ensure that NAP Club Staff are notified of any matter or condition, which may affect your child and which we should know to ensure your child is safe and happy at NAP Club.
- Please support you NAP Club and ensure its continuity by supporting and abiding by the points laid out in this booklet. Thank you for your assistance.

### ➤ **What the Parents/Guardians think**

From time to time we also issue a questionnaire for parents/guardians (although we welcome comments and feedback whenever appropriate!) Here are a few quotes from our current parents/guardians:

*"Friendly and homely environment!"*

*"My children are safe and happy and well looked after!"*

*"Lovely, approachable staff."*

*"Different activities to suit all children."*

*"My children are happy and don't want to come home normally!"*

*"Warm, friendly atmosphere where the children can experience a whole range of activities including relaxing time."*

*"The staff are friendly and know our child well."*

*"Very caring of younger and overtired children."*

*"Friendly staff and good activities!"*

*"NAP Club does a great job for me and my child!"*

*"Keep up the good work!"*

*"Great facility – would highly recommend!"*

➤ **And finally...The NAP Club Committee**

NAP Club is run by a Committee of parents who value the continuation of the Club, all on a voluntary basis – not by Northleaze School. Without the Committee, NAP Club would not operate. We need new volunteers and would encourage you to join us. This will give you a better insight into how NAP Club operates and allow you to make your own views known and help shape the future of NAP Club. The Committee meets once a term at School. Please contact any member of NAP Club staff for details. But also feel free to just turn up to any of the meetings. Look out for our section in the School newsletter or check out the NAP Club section on the Northleaze School website.

Details of Committee members are on the NAP Club Board in the porch.

**WELCOME TO NAP CLUB!!**