

# *Ewloe Green Fun Club*



## Parent/Carer Handbook

Ewloe Green After School is registered with  
Care Inspectorate for Wales. The Club is fully insured and  
is a member of Clybiau Plant Cymru Children's Clubs

**CIW Registration Number: W030000284/1**

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# Welcome to Ewloe Green After School Club

The Club started up in April 1997 and soon became very popular. We are registered with the Care Inspectorate for Wales.

At the Club we aim to create an environment which is caring and stable, where children can develop as confident individuals aware of the needs of others as responsible members of society. We hope to do this within a relaxed but stimulating environment that promotes belonging, friendship and creativity.

## **Our Aims and objectives**

Our club will always aim to comply with the Children's Act 1989, the Children's Act 2006, CIW National Minimum Standards for Regulated Childcare and all other relevant legislation.

### **As well as these, Ewloe Green Fun Club aims to:**

- Offer an inclusive service, accessible to all the children from Ewloe Primary School during term time. We welcome children from any school during Holiday times.
- Ensure that each child feels happy, safe and secure – allowing them to play, learn and develop freely in a play-centred environment.
- Ensure that play and safety is our priority.
- Encourage the children to take responsibility for themselves, their things and their actions.
- Promote leadership and team work, to develop a sense of belonging and to promote a positive self-esteem.
- Encourage the children to develop positive attitudes and respect for themselves, each other and the staff – in an environment free from bullying and discrimination.
- Provide activities that reflect the children's interests and diversity.
- Work with families and outside agencies to enhance our provision.
- Provide a setting that is committed to safeguarding children.
- Communicate effectively with families and the school, to keep everyone updated about changes to the club's administration and to listen and respond to their views, thoughts and concerns.

## **What we offer**

Ewloe Green After School Club provides morning, after-school and holiday time care for up to 70 children at Ewloe Green Primary School.

The club aims to provide a safe and secure environment for children, with a relaxed and homely atmosphere. The club aims to provide a wide range of activities; incorporating outside play, craft, games, reading, imaginary play, construction, sport and themed/seasonal activities. During their time at the club, the children will be encouraged to participate in activities of their choice and will be provided with light snacks and drinks during after school and holiday clubs. Breakfast is not provided during morning club but children can bring their own snacks and drinks.

## **Contact**

Mrs C. Taylor – Registered Person and Club Co-ordinator

Telephone: 01244 532569 and select After School Club. Mobile Number:07906050373

Email: [mrs.taylor@ewloegreencps.co.uk](mailto:mrs.taylor@ewloegreencps.co.uk)

Please visit us on the school website at: [www.ewloegreen.co.uk](http://www.ewloegreen.co.uk)

## **Registration and Insurance**

The Club is registered with the Care Social Standards for Wales and we have full Public Liability Insurance.

## **Staffing**

Ewloe Green After School Club employs a Club Co-ordinator, Supervisors, Play Workers and a Support Worker. Staff are experienced and qualified in keeping with National Minimum Care Standards and are required to undergo continual training and development. We ensure a ratio of one member of staff per eight children for under eight's and one to ten for over eight's attending the club.

All staff and Management members are police checked through the Disclosure Barring Service.

Mrs C. Taylor	Registered Person In Charge/ Club Co-ordinator
Mrs C. Hughes	Supervisor
Mrs M. Featherstone	Morning Club Supervisor / Playworker
Miss C. Jones	Morning and After School Club Playworker
Mrs J. Dixon	Morning and After School Club Playworker
Miss P. Hughes	After School Club Playworker
Miss Z. Williams	After School Club Playworker
Mrs T. O'Farrell	After School Club Playworker
Miss P. Bowles	After School Club Playworker
Miss M. Duggen	After School Club Playworker (Maternity Leave)
Miss C. Lawlor	School Club Playworker
Miss Z. Jones	School Club Playworker
Mrs A. Stanistreet	School Club 1:1 Support Worker

## **Premises**

Morning Club is based in the School Hall. The After School and Holiday Club is based in the School Hall with Reception and Year 1 children using the Club Mobile at the rear of the building. Morning, After School Club and Holiday Club have use of all of the Outdoor Play Areas.

## Our opening times are as follows:

<b>Morning Club</b>	7.30am – 8.30am
<b>After School Club</b>	3.10pm – 5.45pm
<b>Holiday Club</b>	8.00am – 5.45pm

## Charges:

<b>Ewloe Green Morning Club Prices</b>		
<b>Drop off Times</b>	<b>Charge - 1 child</b>	<b>Charge – 2 children or more (Per child)</b>
<b>7.30am</b>	<b>£5.00</b>	<b>£4.00</b>

<b>Ewloe Green After School Club Prices</b>		
<b>Collected between</b>	<b>Charge - 1 child</b>	<b>Charge – 2 children or more (Per child)</b>
<b>3.10 – 4.15pm</b>	<b>£5.00</b>	<b>£4.00</b>
<b>3.10 – 4.45pm</b>	<b>£7.00</b>	<b>£6.00</b>
<b>3.10 – 5.15pm</b>	<b>£8.00</b>	<b>£7.00</b>
<b>3.10 – 5.45pm</b>	<b>£9.00</b>	<b>£8.00</b>
<b>After 6.00pm</b> <b>Penalty payment as no longer covered by insurance</b> <b>£20.00 per child</b>		

<b>Ewloe Green Holiday Club Prices</b>		
<b>Collected between</b>	<b>Charge - 1 child</b>	<b>Charge – 2 children or more (Per child)</b>
<b>8.00am – 5.45pm</b>	<b>£30.00</b>	<b>£28.00</b>
<b>8.00am – 1.00pm</b>	<b>£16.00</b>	<b>£14.00</b>
<b>1.00pm – 5.45pm</b>	<b>£16.00</b>	<b>£14.00</b>
<b>After 6.00pm</b> <b>Penalty payment as no longer covered by insurance</b> <b>£5.00 every 15 minutes per child</b>		

## Payment

All fees are payable by the last Friday of each term. Payments are preferable through the school gateway but can be paid with childcare vouchers or cash. Sessions not attended must be paid for unless absence is due to illness.

## **Admissions Policy and Procedures**

The Club is open to any child aged 4 -12 years in full time school. Nursery children can attend the Summer Holiday Club prior to them entering Reception in September. The parent/carer must complete and sign the child registration form and parent/club contract confirming that they have read and understood the policies and procedures outlined in the parent/carer handbook which can be found on the school website (hard copy available on request) and agree to abide by the terms and conditions of the Club prior to the child attending. Parents/carers must inform the Club of any changes to the information provided.

Parent/carers must give two weeks' notice in writing to the club co-ordinator when they wish to terminate their contract with the Club.

All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or in any other matter to do with the club.

In order to ensure fairness in the allocation of places for morning and after school club, the following criteria will be taken into consideration:

1. While available places exist, these will be allocated on a first come-first offer basis.
2. Then, first priority will be given to children of working parents / single working parents, parents who are studying, or training to re-enter the workforce.
3. Then places will be given to children who are booking for every day of the week.
4. Then siblings of children already at the Club will have priority over others
5. Provision will be made for social services, employer or other sponsored places.

Places can be reserved in advance in order to secure placements for the year.

Fees must be paid in accordance with the Clubs Fee Policy. Bookings are made by the club co-ordinator on the school gateway. The exception being Holiday Club for children who don't attend Ewloe Green School. Fees are not refundable. In exceptional circumstances, which will be determined by the management committee, credits maybe offered.

If the Club is oversubscribed a waiting list will be kept and administered by the Club Co-ordinator.

The management committee reserves the right to refuse admission to or terminate a contract with the parents of any child whose behaviour is, in our opinion, not in the best interest of the other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).

## **Changes / Cancellation**

### **Changes**

Please inform the Club directly if your child (or children) will not be attending a booked session for any reason. You can call, text or email the Club Co-ordinator

If you know in advance of any days when your child / children will not be attending, during the following week, please can you let the Club Co-ordinator know by Thursday at the latest. In the case of illness or emergency, when notice cannot be given, please call as soon as you can.

**If a child is not able to attend a club, parents/carers must contact the Club Co-ordinator to advise of their absence (a text message will suffice). This is vital to the security and safety of all children under our care and supervision.**

We regret that we cannot give credit for changes in booking arrangements, except in cases of illness and holiday where the club has been informed.

Requests for changes to days should be made to the Club Co-ordinator and will be accommodated where possible.

### **Cancellation**

Two weeks' notice of termination in attendance must be given. If less than two weeks' notice is given, we are unable to refund the sessions not attended.

## **Arrival and Collection**

### **Arrival**

- During term time, Reception – Year 1 children will be collected from the Atrium by an appropriate number of Playworkers (dependent on numbers of children booked into the Club) and safely escorted to the Club mobile. If numbers exceed more than 16 children Year 1 children will join the rest of the children in the School Hall.
- Year 2 and Junior children will meet in the School Hall.
- The school teachers and children will know the Club Playworkers. All Playworkers will sign in using the electronic signing in system in school and carry an identification badge.
- During morning club and school holidays, parents / carers will drop their child/ren off at the club anytime after the beginning of their chosen session.
- Playworkers will take registers of children arriving at the Club.

### **Collection**

- Parents must collect their children by 5.45pm at the latest.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the Club, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the Club Co-ordinator. The Club also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- Under no circumstances will a child be released to an unknown person.
- It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the Supervisor or Club Co-ordinator.
- Children will be escorted to the Infant gate at the chosen collection time by Playworkers.
- Playworkers will have a daily attendance register produced from our electronic booking system which states the time the children will be collected.
- If a parent/carer is late collecting their child, the Club reserves the right to make a charge of £20.00 per child, to cover the wages of staff who will be required to remain with the child(ren) until they are collected.
- In the case of a parent/carer failing to collect the child, the Club Co-ordinator or one of the Supervisors will call the named contacts (including emergency contacts) to come to the Club to take the child home. In the event of no contact being made after 30 minutes, the Club Co-ordinator or Supervisor will contact the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual will be informed.

## Typical Activities and Snacks

Ewloe Green Fun Club provides a range of activities, which have been planned to suit the ages of the children attending. Day to day, the activities on offer will consist of a creative area – where children can participate in drawing, painting, junk modelling, cutting and sticking etc. There will be outdoor recreation (weather permitting) and a quiet area for individual reading, homework or relaxation. There are also opportunities for imaginary play, dressing up, construction, board games and puzzles. There will be a focused activity offered each day, for children who choose to participate.

A healthy light snack of a sandwich, fruit, vegetable sticks and dips, cheese and crackers etc...is available when children arrive at after school club. During holiday club children are offered breakfast such as toast, cereal, fruits etc... and an afternoon snack. We ask that you bring a packed lunch to holiday club for your child/children. The children are consulted in choosing healthy snacks. This is not intended to substitute a main meal.

## Policies

Fun Club has several policies to ensure we operate safely and legally, for the benefit of the children. We have included parts of the key policies here, but for a full copy please see the Parents' noticeboard in the club mobile or contact the Club Co-ordinator.

## Child Protection Policy

**Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them. (Article 19 - UN Convention on the Rights of the Child).**

In Wales this is further underpinned by the Rights of Children and Young Persons (Wales) Measure 2011.

**As an organisation working with children, the Club has a responsibility to safeguard and promote children's welfare and protect them from harm. The child's welfare is always the paramount consideration and the protection of the child is the Club and the Registered Person's/Responsible Individual's first priority.**

This policy has been developed in line with the

- All Wales Child Protection Procedures 2008 ([www.awcpp.org.uk](http://www.awcpp.org.uk))
- Safeguarding Children: Working Together under the Children Act 2004(<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en> )

The Local Authority is the prime authority for dealing with child protection investigations, although concerns may be reported to a police officer or an officer of the National Society for the Prevention of Cruelty to Children (NSPCC).

The Club takes steps to protect children by:

- Maintaining a child-centred ethos in the Club
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced DBS disclosures (and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up-to-date information and

requirements) and checks on fitness references and qualifications in line with relevant day-care regulations

- Having an awareness of [The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children](#) which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children.
- Having robust procedures for staff, students, visitors and volunteers.
- Ensuring no student, volunteer, visitor is left unsupervised at any time, and that a record of their attendance – including dates and times – is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).

Maintaining appropriate staff: child ratios for the supervision of children (in line with, or exceeding, regulatory requirements)

- Implementing and maintaining a current risk assessment of all activity in the Club and ensuring adequate insurance cover is provided
- Designating a suitable CPO – the Club Co-ordinator who acts on behalf of the Club in any child protection matters.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the Club.

**In the event of a member of staff having a concern/suspicion that a child has suffered abuse / neglect or if someone tells a member of staff that they or another child or young person is being abused / suffering neglect:**

The member of staff acts without delay (and as is appropriate to the age/stage of the individual child):

- Shows that they have heard what they are being told and that they take the allegation seriously.
- Encourages the child to talk but does not prompt or ask leading questions. Avoids making the child tell their story several times to different people. Explains what actions they must take (using agreed procedures).
- Does not promise to keep what they have been told a secret or confidential, but explains that they will share information only on a 'need to know' basis.

The member of staff:

- Writes down, using the exact words, what they have been told and/or seen - this is done without delay and within 24 hours
- Makes a note of the date, time, place and people present in the discussion
- Does not confront the alleged abuser
- Reports the concerns to the Registered Person/Responsible Individual and /or designated child protection officer or in their absence their line manager as possible, but without delay.

The written record is passed to the child protection officer and kept safely and confidentially. The Club's Registered Person/Responsible Individual /designated child protection officer reports the concerns immediately to the Duty Social Worker at the local office.

**The need to seek advice should never delay any emergency action needed to protect a child.**

## **Equal Opportunities**

We are strongly committed to positive action to remove / counter discrimination in all aspects of our work - in our practice as employers, in the way we work with other organisations, and in all our work with children, families and others.

We aim to provide equality of opportunity for all children whatever their age, ability, gender, race or background. We work to ensure that our expectations, attitudes, and practices do

not prevent any child from reaching their potential.

The Club's policy aims to challenge discrimination in all areas of our organisation including employment, training, and admission to the Club and access to the resources, activities and facilities available. We aim to ensure that the Club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

## **Behaviour**

All children who attend the Club have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

We believe that children have a right to feel safe and secure in our care, and we promote behaviour which encourages individuals to respect one another in the following ways:

Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed in the Club and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff.

- Good behaviour will always be praised by staff.
- Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour.
- Discussing openly with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour.
- Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.
- Staff will act as positive role models at all times.

The following behaviour will not be tolerated in this club

- Bullying, (refer to anti-bullying policy)
- Harassment
- Intimidation
- Behaviour that is likely to lead to the health and safety of others being compromised.

*In instances of unacceptable behaviour, the following steps will apply:*

- The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and he/she will be encouraged to resolve any conflict with any other child/ren involved.
- We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support in the Club to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour, and we will deal with this appropriately.
- Details of more serious breaches are recorded on an incident form and the parent/carer informed of the incident, and any action taken, on the day it occurred.
- Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property.
- If a child continually endangers the health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.

## **Accidents, First Aid and Safety**

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. The Supervisors and other staff are trained in First Aid. A First Aid kit is kept in the club at all times. We operate an accident procedure such that all incidents are logged on an Accident

Record Sheet and parents/carers are informed on arrival and asked to sign the form. A copy of the form will be given to the parents/carers if requested.

Fire drills are carried out regularly.

## **Medication**

If your child has special health requirements, please speak to the Club Co-ordinator or one of the supervisors before your child begins at the club so we can ensure we provide the best possible care for your child. Please also let the Play Leader know if your child is taking prescribed medicine. Staff at the club will only administer medication with prior discussion and written agreement, with a parent or guardian, using the 'Medication Form'. Staff giving medication will be witnessed by another staff member and staff will not administer medication against the will of the child. On arrival parents must sign the Medication Form to acknowledge what medicine has been given to their child.

If a child needs an inhaler or epi-pen it must be named and handed to staff for safe storage. The use of inhalers and epi-pens will be recorded by staff on an Accident Book.

*We would be grateful if children could be kept at home during illness. If a child falls ill during the session, parents / guardians will be contacted and asked to collect their child early.*

## **Complaints Procedure**

We value your opinions; we welcome suggestions and constructive criticism to help us maintain high quality provision. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Club Co-ordinator or one of the Supervisors. Your concerns will be dealt with sensitively and confidentially. If your concerns cannot be dealt with by talking to the staff, then you are able to follow the complaints procedure, as set out in the Policies and Procedures File in the Club mobile. At any time you are able to raise serious concerns directly with CIW.

Welsh Government Office  
Sarn Mynach  
Llandidno Junction  
LL31 9RZ  
Tel: 0300 7900126  
Email: ciw@gov.wales

## **Emergency Procedures**

There are a number of situations where an emergency evacuation of an area might be necessary. As well as fire routines, they include a situation where it is necessary to get everyone inside a building urgently.

The following procedures will be practiced at least termly (and with new children and staff) and will be recorded in accordance with our health and safety policy.

## **Fire or Other Emergency Evacuation Procedure**

In the case of a fire, or other emergency evacuation, the following will apply:

- Operate the alarm (fire alarm point, gong, bell or whistle) and call the relevant Fire and Rescue

Service.

- Playworkers gather children and escort them via the nearest fire exit to the designated assembly point at the bottom of the Junior Yard.
- Close all doors and windows in the vicinity of the fire to prevent spread.
- The first Playworker to leave the building should carry the register.
- The member of staff who is nominated to be the last to leave the building should check toilets and cloakrooms and should then take all reasonable steps to check that the building is clear.
- On reaching the assembly point a register should be taken immediately to identify whether everyone is accounted for.
- During this procedure no person or child should return into the building for any reason.
- The first fire-fighting team to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last known location of the fire.
- Pending the arrival of the Fire Brigade, staff may carry out such firefighting as can be done without danger to themselves whilst maintaining suitable supervision of all the children.
- When deemed safe and appropriate, the children will be escorted from the assembly point to await further instruction/collection by parents/carers/emergency contacts.

## **Confidentiality Policy**

At Ewloe Green Fun Club we respect the privacy of the children attending the club and their parents and carers, whilst delivering high quality play care. Our aim is to ensure that all those using and working at the club can do so with confidence.

### **We will respect confidentiality in the following ways:**

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and activity management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents will not be passed on to other adults without permission.
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and not be shared within the club, except with the designated CPO and the Club Co-ordinator.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work experience are advised of our confidentiality policy and are asked to respect it