

# **Taddington Explorers**



## **Parents' Handbook**

# Welcome to Taddington Explorers!

**Taddington Explorers** is a charity (registered charity number 1168139) providing high quality, affordable childcare after school hours. We are Ofsted registered (setting reference EY547431, registration number RP547430) and open to all children between the ages of 3 and 11 years.

The Club is based at Taddington and Priestcliffe Primary School and is open from 3:05pm until 5:00pm Monday to Friday during term time (last pick up 4:55pm).

Our Co-ordinator is Amber Slack and Paula Greenhalgh is our Play Worker.

Our contact details are as follows:

Taddington Explorers  
Taddington and Priestcliffe C of E Primary School  
School Lane  
Taddington  
Buxton  
Derbyshire  
SK17 9TW

[admin@taddingtonexplorers.co.uk](mailto:admin@taddingtonexplorers.co.uk)

Face Book: Taddington Explorers

Mobile: 07907 994353

## About us

### Our aims

Taddington Explorers aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

### Our activities

Our Club follows the Playwork 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 crafts, outdoor games, sports, games, reading and quiet areas. In addition other resources are available for the children to select from our equipment library.

Wherever possible we will seek to complement the topics that are being taught in class albeit through play rather than formal learning.

We will provide a snack for children at the club. Our snacks include toast, crumpets, pitta bread, dips, fresh fruit and vegetables and occasionally biscuits. Fresh drinking water is available at all times. The food we provide at the Club is not intended as a substitute for a main evening meal.

We will use fresh ingredients and follow statutory guidelines. 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. We request that food be consumed whilst sitting at the snack table.

## **Our management and staff**

Taddington Explorers is a registered charity run by a voluntary committee comprising parents of children and members of the community. We are based at Taddington and Priestcliffe Primary School but are run independently.

The Explorers committee meet regularly and are actively involved in the running of the club. We will invite users of Taddington Explorers to attend our AGM. We would also welcome new members.

Our committee comprises:

Sarah Fletcher (chair) (07873142963)  
Rosie Wilson (secretary) (07387 195513)  
Angelica Hollinrake (treasurer)  
Cat Labio  
Melanie Lester  
Caroline Payne

Our co-ordinator (Amber Slack) and play worker (Paula Greenhalgh) are responsible for the daily running of the club and have significant experience of working with children. All staff members are DBS checked. 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 any comments or concerns regarding the club, please contact one of our committee members or our manager.

## **Our policies and procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this handbook. Copies of the full policies are kept at the Club and are available to parents to consult at all times.

## **Our funding**

Our charging structure (see below) covers our daily costs for staff and facilities. However, we also undertake fundraising to support some of our running costs and to continue to upgrade our resources.

You can help support us when you shop online by registering with [thegivingmachine.co.uk](http://thegivingmachine.co.uk) and searching for Taddington Explorers.

## **Join us**

If you would like your child or children to attend Explorers you need to become a member of the club. We need a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Whilst all children are equally welcome, due to the costs associated with running the club, our preference is for places to be pre-booked.

If you require a place for the same day, please contact the Manager on the Explorers' mobile number or school office.

## **Our prices**

Our after-school club fees from September 2018 are £6.50 from 3:05pm to 5:00pm.

## **Invoices and payment**

Invoices are sent out for each half term in arrears. Payments are due within seven days of the date of the invoice.

All payments by cheque or cash (made payable to Taddington Explorers) should be paid to the Taddington Explorers staff in an envelope marked with your child's name. Taddington Explorers can also accept payment directly to the Club bank account (bank account details will be provided on the invoice) or through a recognised childcare voucher provider.

This is payable for all booked sessions including when your child is sick. Once a place has been booked, any cancellation of less than 48 hours incurs the full charge.

We do not charge for bank holidays and professional training days.

If you wish to speak to us about an alternative method or timing of payment, please contact our Manager or member of the committee.

## **Policies and procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

### **Admissions and club registrations**

The registration form, parental agreement, privacy notice and booking forms must be completed/signed for all children. Children cannot attend Explorers until this information has been completed.

Our registration and booking forms request information regarding the number of sessions that you wish your child to attend each week, the names of adults authorised to collect your child, emergency contact details and any special requirements your child may have.

This information will be treated as confidential and will be stored appropriately.

### **Induction**

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child the staff and other children.

### **Arrivals**

#### **Children from Taddington and Priestcliffe Primary School**

Our staff collect children from the infant classroom at Taddington and Priestcliffe Primary School. Junior children will make their own way to the club.

#### **Children from other schools**

Parents of children attending other schools are responsible for ensuring their children arrive safely. The staff and committee will help wherever possible to organise transport from other schools/pre-schools. If you are a parent from another school and would like to use our service, please let us know and we will work with you to arrange transport.

### **Collections**

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 closes at 5:00pm. We ask that children are collected by 4:55pm. If you are delayed for any reason please telephone the Club to let us know.

In the case of late collection, the parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

## **Changes to days and cancelling your place**

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 school does not automatically pass this information on to us. 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.

In cases of illness/emergency when notice cannot be given, please call as soon as you can.

## **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.

## **Equal opportunities**

The Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices. We will not tolerate any form of racial harassment.

## **Special needs**

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

## **Behaviour (children)**

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 cooperative 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. 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 only when all other attempts of behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

## **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.

If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased.

Our staff are trained in first aid and a first aid kit is kept on the premises. Incidents are recorded and parents informed.

## **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.

## **Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, the Manager or other member of staff.

Verbal complaints will be brought to the next committee meeting for discussion and action. All written complaints will be acknowledged within five working days of receipt and a full response will be given within 28 working days.

## **Photographs/social media**

Photographs of your child/children taking part in activities are taken and used for internal display only. No photographs will be given to any third party. If you do not want your child to have their picture taken please indicate this on the parental agreement form.

Taddington Explorers has a facebook account. This is to be used for information only and no photographs of children will be uploaded.

## **Privacy notice**

At Taddington Explorers 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, email and post 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 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.

Our full privacy notice is attached to this handbook.

### **Our pledge to parents**

We 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, experience, progress and friendships;
- be available to discuss decisions about running the club;
- ask your permission for outings and social events; and
- listen to your views and concerns to ensure we continue to meet your needs.

### **Forms attached.**

- Parental Agreement Contract
- Booking form
- Medication form
- Registration form
- Privacy notice