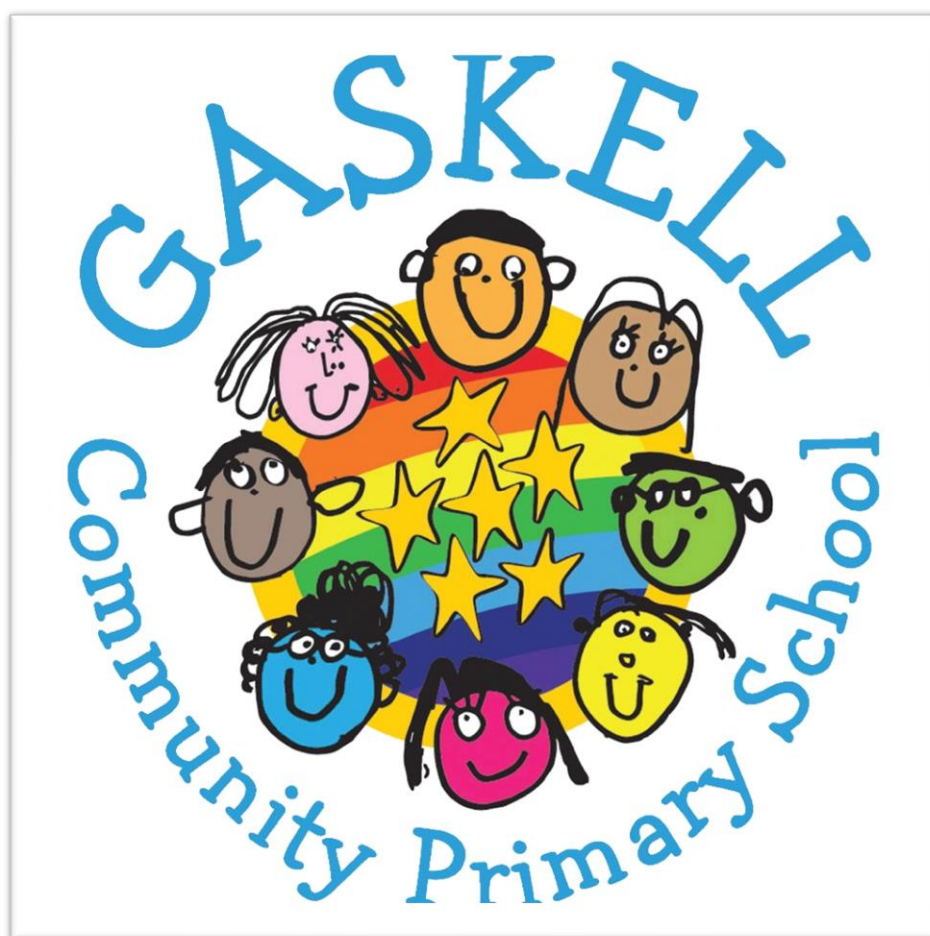


# SHINING STARS



**Breakfast Club &  
After School Club  
Parent Handbook**

## ABOUT THE CLUB

Shining Stars is open as follows:

### Term Time

#### Breakfast Club

8:15 am until 8:45 am.

#### After School Club

15:15 pm until 18:00 pm.

Our Childcare setting Shining Stars is located in a designated area on the 1<sup>st</sup> floor of Gaskell Primary School. It has access to the School Hall and a Kitchen Area. The setting has a cosy corner, games table, planned activities, TV, and computer equipment. It is bright and colourful and the children have made it 'their own'.

Our setting has a homely feel where children can relax and play with friends. Any themes the children are covering at school can be continued in Shining Stars and suggestions for activities are welcomed.

Shining Stars is a safe place for your child to attend and holds strict vetting procedures for Staff who work there.

A strong relationship with the school staff is already in place and regular meetings will instill a good working ethos for extended services.

Please remember, Shining Stars is open to all children.

### Aims and objectives

'Shining Stars' aims to:

- Offer an inclusive service, accessible to all children in the community
- Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centered environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a wide range of resources and equipment which can be used under safe and supervised conditions

- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- Work in partnership with parents to provide high quality play and care
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- Keep parents and carers informed about changes in the administration of the Club and to listen and respond to their views and concerns
- Communicate effectively with parents and carers and to discuss experiences, progress and any difficulties that may arise
- Employ experienced, well trained staff and offer them continuous support and CPD.
- Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation

### **We offer:**

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, craft, board games, construction, computer games, physical play, cookery, and reading. Outdoor play is also encouraged with access to the timber trail and other outdoor resources.

### **We provide:**

The food we provide in Shining Stars is not intended as a substitute for a main evening meal. We provide healthy snacks, including homemade produce, fresh fruit and vegetables. 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.

### **Staffing**

Shining Stars is staffed by Club Manager Mrs S Patel, Deputy Manager Mrs Z Hussain and Playleader – Mrs J Kiani. Our aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

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 Club Manager.

## Policies and procedures

The setting 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 setting and are available for parents to consult at all times.

## TERMS AND CONDITIONS

### Admission

Our setting aims to be accessible to children from Gaskell CP School. Admission is organised by the Club Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis.

We require a completed set of registration forms for your child before they can attend.

**Breakfast Club registration Form:** <https://forms.office.com/r/Ta8FMEWnvp>

**After School Club registration Form:** <https://forms.office.com/r/6Z33gHFErH>

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

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

### Payment of fees

The current fees are:

Time	Snack Included	Cost
3:15 – 4:15pm	No	£3.50
3:15 – 5:00pm	Yes	£6.00
3:15 – 6:00pm	Yes	£8.00

Fees are payable in **advance** through the **Parentpay** system. We accept vouchers from a variety of schemes. Please ask at the school office for information.

The price per session per child applies to all children. This is payable for **all booked sessions**.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the **School Business Manager: Mrs A Rafferty**.

## Changes to days and cancelling your place

- **Permanent places:**

Once booked, if a child does not attend for any reason, charges will be made for the place. If you wish to cancel the place four weeks notice via email is required. Any cancellations will be treated as a permanent arrangement and re-application will be needed for any future sessions (we cannot reserve places.)

- **Temporary booking**

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 informed otherwise a charge will be made. If it becomes apparent that a pattern is emerging within a calendar month eg every Monday, you will be contacted and this will become a permanent arrangement and charges made.

- **Shift workers – nurses, doctors, police...**

Parents with **regular** shift patterns will be accommodated as long as the staff are aware of the pattern in advance.

- **Changes to days and termination.**

You must give us **four** weeks notice of termination, or of changes in attendance. Once a session is cancelled this will become a permanent arrangement and the session will be offered to anyone on the waiting list.

We try to accommodate such changes wherever possible.

## Arrivals and departures

A member of our staff will collect the children from their classroom. A register is taken when the children arrive in our care, and you must sign out your child each day when you collect them.

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 £5.00 per 15 minutes is charged after 6.00pm.**

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 contact the Social Services team.

## Child protection

We do our utmost to create an environment in which children are safe from abuse and in which 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 our **Safeguarding Policy**.

## Equal opportunities

Shining Stars 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.

Our staff training programme includes specific elements relating to children with special needs.

## GENERAL INFORMATION

### Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst in Shining Stars. These are displayed for everyone to see.

Shining Stars 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

Shining Stars 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 straightaway.

## **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**

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 Club 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.

## **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 Club Manager know if your child is taking prescribed medicine. If your child needs to take the medicine whilst at the Club you will need to complete a form.

## **Mobile Phones**

Our setting operates a no Mobile Phone zone.

## **Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak any member of staff at Shining Stars.

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.

## 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 or have a chat.
- 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.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure we continue to meet your child's needs.





