

WESTGATE WONDERS

After School Club
and
Breakfast Club



Come and join in
the FUN!

Parent Handbook

Westgate Wonders
is a safe, fun and friendly
environment for your child.



For more information please contact the
Manager on 07834 556617

Westgate

Reminders

- One month's notice for cancellation
- One week's notice for ½ price retainer
- Payment of fees must be made one month in advance
 - £10.00 late pick-up fee
- Cancellation of sessions if payment not received by 'payment date' on invoice
 - Inform club of absences/attending clubs
- Not informed of absence due to sickness, collection by parent/carer or club, results in £10.00 penalty
 - Keep information updated
 - All drop-in sessions must be paid for (whether used or unused)
- A Red Card results in a child missing a session whilst parents/carers still pay or if the child is a drop-in, the child will not be able to attend for one month
- Two Red Cards results in the child being permanently excluded from the club

About Westgate Wonders Care Club

Westgate Wonders is registered with Ofsted (Registration No: EY264748), and is based in Westgate Primary School. The club is open from 7:30am until 6pm weekdays, during term time.

You can download our last inspection report here <http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/EY264748>

Westgate Wonders is based in two classrooms at the rear of the school. The club has access to the school's playing fields, playgrounds, hall, library and courtyards.

Aims

At Westgate Wonders we aim to provide a safe, secure and relaxed environment, offering a wide range of activities to reflect the interests of the children in our care.

What we offer

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 dressing up, home corner, craft, board games, construction, iPads, DS lites, physical play and lots, lots more. In addition other resources are available for children to select from the Equipment File.

What we provide

The food we provide at the After School Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables along with fruit juices and / or water. 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 water is available at all times. We meet dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready

to eat (snack time 3:30pm – 4:30pm), but request that food be consumed whilst sitting at the snack table.

Breakfast Club provides a healthy breakfast served between 7:30am – 8:20am. Children may select from a number of cereals and/or toast, fruit juices and / or water.

After School Club Staff are:

- Manager - Sharon Nicholson
- Play Leader - Melanie Seddon
- Play Worker - Jenni Inman
- Play Worker - Donna Newsham
- Play Worker - Nicola Steele

Breakfast Club Staff are:

- Manager - Sharon Nicholson
- Play Leader - Steve Left
- Play Worker - Steph Edwards
- Play Worker - Melanie Seddon
- Play Worker - Angela Stuttard

All 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 1:10 for all children in the club.

Keyworkers (These may be different due to Covid 19 bubbles)

Keyworkers for the After School Club are as follows:

Reception	Melanie	Yr 3 & 4	Nicola/Jenni
Yr 1 & 2	Donna	Yr 5 & 6	Sharon/Nicola

Keyworkers for the Breakfast Club will be allocated when children commence.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect or drop off your child. If you prefer to arrange a more convenient time for a meeting please contact the Manager on 07834 556617/01524 844129.

Organisation

Westgate Wonders is a Voluntary organisation run by a Panel including parent representatives. We enjoy a close working

relationship with Westgate Primary School in order to ensure a continuity of care, and to maintain good communication links.

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 Westgate Wonders and are available for parents/carers to consult with at all times.

TERMS AND CONDITIONS

Admission

Westgate Wonders aims to be accessible to children and families from Westgate Primary School. Admission to the club is organised by the 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, with the exception of siblings who will have priority for the same days as a sibling already attending. See our Admission and Fees Policy for more details.

We require a completed set of Enrolment Forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees are:

After School Club

£8.00 per session

£8.50 drop-ins

Breakfast Club

£4.50 per session

£4.50 drop-ins

Fees are payable a month in advance by bank transfer or childcare vouchers. Bank transfers should be made to: The Co-op Bank, sort number 08-92-99 Account number 65790999.

Fees are payable for all booked sessions including when your child is sick or unused sessions/drop-in sessions. A holiday retainer (1/2 price sessions) will be applied if at least one week's notice is given. Drop-in sessions must be paid prior to the child

attending and will be charged whether this place is used or unused.

We do not charge for bank holidays, teacher training days or strike days where the school is closed to children.

Please ensure that fees are paid promptly by the 'pay by date' on your invoice. Non-payment will result in your child's losing their place. If you are having difficulty paying fees, please speak in confidence to the Manager as a payment plan may be put in place.

Changes to days and cancelling your place

You must give us one month's notice of termination or of changes in attendance. If you need to permanently change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible. Unfortunately, we are unable to swap sessions if not on a permanent basis.

Temporary changes

Please remember that we need to know if your child will not be attending the club for any reason. Even if you have informed the 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.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know as soon as possible. In cases of illness or emergency when notice cannot be given, please call or text us as soon as you can. Contact details can be found at the end of this Handbook.

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 Westgate Wonders rules, routines and introducing your child to staff and other children.

Your child will be allocated a 'Buddy' to show them around and settle them in to the club.

Arrivals and departures

After School Club

Reception, Year 1 and 2 children are collected from their classrooms and escorted to the club. Year 3, 4, 5 and 6 children will be escorted down to the club by a teaching assistant then a register will be taken for all the children in the club and you must sign out your child each day when you collect them. The club finishes at 6pm, if you are delayed for any reason please telephone the club to let us know. A late payment fee of £10.00 will be charged if you have two late pick-ups. If your child remains uncollected after 6:30pm, 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 follow our Uncollected Children Policy and contact the Social Care Team.

Breakfast Club

Parents/carers must sign children in to the club when dropping their child off at Breakfast Club. Reception, Year 1 and 2 children will be escorted to their classrooms and Year 3, 4, 5 and 6 children will be escorted to their playground where a member of staff from the school will be on duty until the bell rings.

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 our Safeguarding Policy.

Equal opportunities

Our 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/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.

For more details on equal opportunities and special needs, see our Equal Opportunities Policy.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the club. These are displayed at the club for everyone to see.

Rainbow Reward System

To encourage positive behaviour in the Breakfast and After School Club staff praise children and reward them by handing out 'rainbow stamps' on a reward sheet. Reward sheets are deposited in to the Treasure Chest and each month staff will choose a winner who will be able to select a prize from the Rainbow Prize Box. Children who have collected the most rainbow stamps on their reward sheet at the end of the month will receive a special treat. If a child has collected rainbow stamps and is in the Treasure Chest but then receives a warning for unacceptable behaviour the child will need to remove their reward sheet and start collecting their rainbow stamps again.

Westgate Wonders follows the 'Traffic Light' behaviour system. If a child displays unacceptable behaviour and continues to do so until they hit the red light the child will need to miss their next booked session. However, parents/carers must still pay

for that session. If the child is attending on a 'drop-in' basis, the child will not be able to attend the club for one month. If a child receives two red cards, this child will be permanently excluded from the club. We have a clear Behaviour Management Policy, a copy of which is at the club.

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 co-operative 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 at behaviour management have failed, we reserve the right to permanently exclude a child from Westgate Wonders.

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. Westgate Wonders is a club 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. If your child has had sickness or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased. See our Illness and Accidents Policy for more details.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times. Westgate Wonders staff are trained in First Aid and a First Aid kit is kept in the office in the club. If your child has an accident whilst in our care, you will be informed when you collect your child and asked to sign and date the Accident File. For full details see our Illness and Accidents Policy.

Medicine

Please inform the Manager if your child is taking prescribed medicine. If your child needs to take medicine whilst at the club you will need to complete a Medical Form in advance.

Covid 19

Children will be dropped off/collected by parents/carers at the Westgate Wonders door. Parents/carers will be unable to come into the club unless prior arrangements have been made by the Manager. Children will be asked to wash their hands and sanitise prior to entering Westgate Wonders. If your child/children are experiencing any Coronavirus symptoms such as cough, shortness of breath or difficulty breathing, fever, muscle pain, headache, sore throat, or new loss of taste or smell they **MUST NOT** attend the club. If your child becomes ill whilst at the club, we may need to isolate your child until you are able to collect them. Your child/children will be allocated a bubble where they will stay with their keyworker. If you have a number of children in your family, we may need to separate them to achieve the correct number of children in bubbles. Whilst we are adhering to the Covid 19 restrictions we will have a limited menu for breakfast and snack. Due to strict hygiene rules children will be unable to serve themselves at the moment.

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 or the Manager.

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.

A full copy of our Complaints Policy is available on request.

CONTACT INFORMATION

Westgate Wonders Care Club

Westgate Primary School

Langridge Way

Westgate

Morecambe

Lancashire

LA4 4XF

Mobile No: 07834 556617 Ofsted Registration No: EY264748
(Please leave a voice message or text if there is no reply)

Early Years and Childcare Services

Lancashire County Council

Preston

Tel: 0300 123 6701

Catherine Isherwood

Lancashire Early Years Safeguarding Officer

Tel: 0790 900 1430

Tim Booth/Shane Penn/Donna Booth

Local Authority Designated Office

Tel: 01772 536694

The Family Information Service (FIS)

Tel: 0800 195 0137

Children's Social Care

Morecambe

Tel: 0845 0530 009

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231