

DOLPHINS

Brookburn Primary School's Before and After School Provision

Parent Handbook

Hello and Welcome from the Dolphins Team!

This handbook has been compiled to inform you of all aspects of the Dolphins Out of Hours Club. If you have any questions or need any further information, you can find all the relevant contact details at the back of this handbook.

About the Club

Dolphins Out of Hours Club is registered with Ofsted (Registration Number 144131) and is based in the hall at Brookburn Primary School, Chorlton. Dolphins has a breakfast club which is open from 7.45 – 8.50am and an after-school club which is open from 3.30 - 6.00pm weekdays, during term time, for pupils attending Brookburn Primary School.

Our Aim

The aim of Dolphins is to provide high quality, affordable out of school care. We aim to achieve this by employing experienced staff to care for the children; to provide a safe, fun and friendly free-play learning environment; to reflect the interests of the children in our care.

What we offer

Our club follows the Play work Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources which include arts and crafts, construction, role play, dressing up, mark making, board games, and physical play for the children to choose from. The children also have the choice to play outdoors (weather permitting) and have the option to take part in an adult-led activity each day. A quiet area is also provided for children who wish to do their homework or read.

Our club has a sports coach in afterschool club Tuesday, Wednesday and Thursday.

What food we provide

At Breakfast club we offer a variety of cereals or hot porridge.

At Afterschool club we offer a choice of sandwiches, wraps & breads and fresh fruit and vegetable platters

We provide healthy snacks which are rotated for variety. Fresh drinking water is available at all times. We use fresh ingredients and we meet individual dietary requirements and parental preferences wherever possible and promote independence by encouraging the children to self-serve and to clear away after they have eaten.

Please note the food we provide is not meant as a substitute to a main meal.

Dolphins aim to be as environmentally aware as we can, using sustainable resources wherever possible, providing healthy refreshments.

Meet the Team

Dolphins is staffed by:

- Natalie Mason
(Manager, First Aider)
- Maria Wert
(Play Worker, First Aider)
- Jessica Flanagan
(Play Worker)
- Julie Bannister
(Play Worker)
- Vanessa Coffey
(Play Worker, First Aider)
- Fiona Savage
(Play Worker)
- Kim Trotter
(Play Worker, First Aider)

The majority of staff have Childcare/Play Work (NVQ 2/3 or equivalent) qualifications and undertake professional development training as required. All staff have current DBS certificates and complete annual safeguarding training. We adhere to the statutory ratio guidelines across the primary age range.

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 worker, the Manager or any other member of staff. If you would prefer to arrange a more convenient time for a meeting, please speak to the Manager (contact details are at the back of this handbook).

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

Fees

Breakfast Club is £7.50 per session.

After School Club is £14.50 per session for Year 1-6 and £15.00 per session for Nursery and Reception.

Please see separate sheet contained within this pack for full **Terms and Conditions**.

Payment for places is payable monthly in advance. It is mandatory to make payments by ParentPay or via government approved childcare vouchers. Please contact Brookburn's school office for payment details.

A Deposit of £50.00 is due on registration which will be refunded at the end of the school year, minus any debt collection administration fees.

Debt administration fees will be charged to your account each time that the Dolphins financial administrator has to initiate the debt collection policy (£10.00 for the initial reminder; £20.00 for the second reminder; £20.00 for the third and final reminder).

For any changes to regular places you must give four weeks written notice.

A late fee (minimum of £5.00) is payable each time a child is picked up late. Non-payment or persistent late payment of fees will result in your child's place being withdrawn and made available to children on the waiting list.

All outstanding balances must be cleared by the end of July to guarantee places at the start of the new school year in September.

Application Forms

All scheme places must be pre-booked using the Dolphins Application Form which is retained. These forms provide emergency contact numbers and medical information for your child. For this reason, it is vital that these details are accurate and legible and that the School Office and the Dolphins Manager is informed when any relevant details change. Forms are available upon request.

Places

Once booked, places are guaranteed for the remainder of the academic year, providing that fees are paid regularly and parents/carers do not behave in a manner which results in places being forfeited. Please note **no credit is given for absences**. Once a place is booked it must be paid for unless four weeks' notice to cancel, is given in writing.

Ad hoc places are available to book on Parentpay.

Four weeks' notice is required if you want to leave the scheme or change the days your child attends the club. Fees will be charged if the appropriate notice is not given. Notice should be given in writing to the school office.

Temporary Changes

Please be aware we need to know if your child will not be attending the Club for any reason. If your child doesn't attend a booked session, we will have to treat them as a missing child unless you have notified the club of their absence.

If you know in advance of any days when your child will not be attending, please inform the Dolphins Manager. In cases of illness or emergency when notice cannot be given, please inform the club as soon as possible. **Contact details can be found at the back of this handbook.**

Introduction and Settling In

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 to run through all aspects of club life and to meet the staff.

Dolphins has clearly defined policies and procedures which parents/carers can access at the club. Key policies will be discussed as part of the induction process (please see **Settling in Policy** for full details). Settling in Policy available on request from the Dolphins Manager.

Arrival and Departures

Staff use registers to sign the children in and out of the club, Parents/carers must also sign their child in at the start of the breakfast club and sign them out at the end of the after school club session, registers are located on the entrance table to Dolphins.

We expect 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 prior authorisation. (Please see our **Arrivals and Departures Policy** for more details.) Arrivals and Departures Policy available on request from the Dolphins Manager.

The Club finishes at 6.00pm, if you are delayed for any reason please phone the club to let us know. A late payment will be charged.

If your child remains uncollected after 30 minutes and you have not informed us that you will be delayed and we have been unable to reach you or any emergency contacts, we will follow our **Uncollected Child Policy** and contact the Social Care Team.

Uncollected Child Policy is available on request from the Dolphins Manager.

Equal Opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community. Dolphins is inclusive and meets the needs of all who attend:

- We respect the diversity of our community and provide an inclusive environment.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.
- Ensure all children are included, regardless of gender, faith, ethnicity, ability or race.
- Provide a range of activities that give all children an opportunity to engage, regardless of their age or ability level.

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We make every effort to accommodate and welcome every child. We will work in partnership 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.

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 all staff are appropriately trained (For more details please refer to our **Safeguarding Policy** which can be found on the school website).

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 first aid boxes are kept on the premises at all times. First Aid responders are trained to provide accurate assessments of the condition of a child and make the appropriate decisions regarding their short-term care. Details of accidents are logged by the first aiders and a copy of the accident form is given to parents.

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 them to the Club for 48 hours after the illness has creased.

Medication

Please inform the Manager if your child is taking prescribed medication. If your child needs to take medication whilst at the Club, it must be administered by a parent/carer as the club does not administer medication. (Please see **Brookburn Primary Schools Medication Policy** which can be found on our website).

If your child needs an inhaler, a labelled additional inhaler must be provided for Dolphins. Parent/carers must complete and sign a permission form to allow staff to administer, in the event of an emergency.

Fire Drill/Evacuation Procedure

Emergency evacuation drills are carried out twice every term. We follow the same procedure as the School so the children are well rehearsed. Fire/Emergency Evacuation Policy is available on request from the Dolphins Manager.

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. We have a **Behaviour Policy**, a copy of which is available at the Club or can be downloaded from the school website. The Club promotes the ethos of care, consideration and respect for everyone, children, staff and visitors.

We encourage appropriate behaviour by: praising positive behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them; engaging children in activities.

The club also 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 educational needs. We endeavour to be as flexible as practically possible 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 the Club.

Behaviour (Adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour; behaviour intended to result in conflict. Our Club is a place of safety for the children who attend as well as the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour.

Pledge to parents/carers

We value our relationships with parents/carers and are committed to working in partnership with you to provide top quality, safe, play environment for your child. We will:

- Welcome you at all times to discuss our work, have a chat or answer any questions.
- Keep you informed of opening times, fees and our programmes of activities.
- 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.
- Be available to discuss any decisions about the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

Dolphins has the same range of policies and procedures as Brookburn Primary School, which are reviewed regularly. Full copies are available on request from the club or from the school website.

If you require any further information please do not hesitate to get in touch, our contact details are on the next page.

Contact Details

Name of Club:	Dolphins
Correspondence Address	Brookburn Primary School Brookburn Road Chorlton Manchester M21 8EH
Telephone	0161 881 8880
Email	admin@brookburn.manchester.sch.uk
Club Play Leader	Natalie Mason
Club Telephone Number	07928 148 882
	7.45am - 8.50am & 3.30pm - 6.00pm (term time only)
Club Email	dolphins@brookburn.manchester.sch.uk
Ofsted Contact Details	Ofsted Piccadilly Gate Store Street Manchester M1 2WD www.ofsted.gov.uk/early-years-and-childcare 0300 123 1231