

Windmill after School Club

Windmill Primary School

Margaret Road Headington Oxford OX3 8NG

07967631751 and 07817792244



OfSTED Registration number: EY277198

Email: admin@windmillasc.co.uk for places/fees etc

Email Club: management@windmillasc.co.uk for day to day notifications such as absence/illness

WEB SITE: WWW.WINDMILLASC.CO.UK

Introduction

The Windmill after School Care Club was set up in 2003 to provide high quality, hassle-free childcare for working Windmill parents. However, although on the Windmill Primary school premises, the club remains independent of the school. We are a non-profit Club run by a volunteer management committee of a minimum of five parents whose children attend the Club. Contact the Chair, via the Club pigeonhole in the school office, or email committeechair@windmillasc.co.uk if you would like to be involved in the management of the Club.

We have a constitution; the committee is elected at our Annual General Meeting. The current committee member's names are posted on the parent notice board in Club room 1 and at the end of this handbook. You will be informed of AGM meetings via an After School Club Newsletter, via notices at the club or via email. There are six Committee meetings per year plus an AGM each October

The WASC runs every day after school during term time for pupils in Reception to Year 6 from 3:05pm - 5:30pm. Early starts on early Term End days Christmas, Easter and Summer.

We have the use of the outdoor areas, the gym and school hall.

Up to 100 children are insured on special occasions such as Christmas parties etc.

The Club can accommodate religious and cultural requirements and children with special needs. We have wheelchair access and toilet facilities for children with physical difficulties just outside room 1. We support children with special dietary requirements.

The whole school site is designated nonsmoking.

Aims

- To provide a safe and caring environment.
- To provide an environment in which children, parents and staff can always feel relaxed and welcome.
- To provide a high-quality child focused setting.
- To provide equipment and facilities that is age appropriate.
- To encourage healthy eating habits by providing nutritious snacks and information about good eating habits.
- To provide a clean environment.

For the Children

- To encourage individual interests.
- To foster children's independence, self help skills and self esteem.
- To provide opportunities, experiences, and activities where children can use self expression.
- To help children appreciate and respect others and their differences.
- To develop and implement a mixed program that is stimulating, interesting, age appropriate and culturally diverse.
- To provide a place for children to play, study and socialise with friends and peers.

For the Parents

- To provide for the needs of Windmill Primary School parents who are working or studying or in some cases, extenuating circumstances.
- To make all parents feel welcome and valued regardless of culture, religion, and gender.
- To keep all parents informed of what is happening in the Club and changes from government departments.
- To involve parents in the decision-making process for the Club through committee, valuing their input and feedback.

- To encourage and maintain positive relationships between parents, staff and management.

For the Staff

- To help develop mutual respect, courtesy and understanding for all.
- To create an enthusiastic and positive environment for all staff encouraging personal initiative, training and development.
- To ensure all staff are aware of all expectations and duties.
- To empathise and meet the individual needs of the children in the Club.

Admissions

To use the Club, registration forms must be completed for **each child** and the life membership registration fee of £10.00 per child paid if/when a place is offered and accepted. This will be included in the first invoice issued.

The Club Treasurer in conjunction with the Committee; is responsible for allocating places. The Club operates a waiting list if a required place is unavailable. The waiting list is in date application received order although priority may be given to those with siblings already attending the Club and/or extenuating circumstances affecting the child's welfare or his/her family. Parents may apply for places up to one year in advance. The Club Treasurer will inform parents as and when places become available as soon as possible. The Treasurer will also inform waiting parents via invoicing of the state of the waiting list. Names will move up the list as places become available.

At the point of registering, you will be asked to supply emergency contact numbers for yourself, your child's other parent, if appropriate, and additional contact numbers. This should be someone who is able to pick up your child in an emergency situation if the Club is unable to contact you. If these contact numbers change at any time, it is imperative you let us know immediately by telephoning 07967631751 and 07817792244 or email management@windmillasc.co.uk

To put your child's name on the waiting list, download the complete application pack from the website <https://www.windmillasc.co.uk/parent-information>

To arrange a visit, telephone: 07967631751 and 07817792244 or just pop in, visitors are always welcome.

Alternatively email our Treasurer: admin@windmillasc.co.uk for further information and availability of places.

Details of the admissions policy can be found in the statement of our policies and procedures located in the Club room.

Behaviour

Children are aware of our Behaviour Policy and they are reminded on a regular basis of behaviour expectations.

Children will be encouraged to use calming techniques, i.e. they may be asked to withdraw from an activity for a short period of time in order to calm down.

Unacceptable behaviour is always discussed with the child for them to understand why their behaviour is unacceptable.

Physical punishment or a threat of physical punishment will never be used. Staff will not use any form of physical intervention, i.e. holding, unless it is necessary to prevent personal injury or harm to the child, injury or harm to other children or adult or serious damage to property.

Children's pattern of behaviour can often change when under stress. Parents should inform the Club Manager of any change of circumstances that could affect a child's behaviour. This information will be in the strictest confidence.

It may sometimes be necessary to inform the child's parent/carer if unacceptable behaviour continues so that a joint approach can be used, and he/she will be asked to sign an incident sheet.

In exceptional circumstances a parent may be asked to remove their child from the Club because of unacceptable behaviour. This in turn may lead to permanent exclusion from the Club.

Child Protection/Safeguarding

The welfare of the child remains paramount.

All children whatever their age, culture, disability, gender, language, racial origin and religious beliefs have the right to be protected from harm.

All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

All staff have a responsibility to report concerns to the Club Manager.

The Club recognises that children have the right to protection. Where staff have concerns about a child's welfare, they have a legal duty to contact the local

child protection agency. The Oxford City Children and Families Team can be contacted on 01865 323048

(Out of office hours 0800 833408) In most cases, parents will be informed of the intention to contact the Children and Families Team before a referral is made. The Team are experts in the field of child protection and will make a decision about how best to protect the child if this is the case or how best to support the family.

Guidance for Child Protection issues is in accordance with the "What to do if you are worried a Child is Being Abused" publication, available from Dept of Health Publications on 08706005522. The Club Manager is responsible for liaison with child protection agencies and with OfSTED.

Should a member of staff suspect that a child is being neglected or abused they will discuss it with the Club Manager. Staff will discuss concerns with the child, as appropriate to their age and understanding and may also discuss these concerns with their parents and seek their agreement to make a referral.

There may occasions when a disclosure may be made without first obtaining consent if it would be contrary to a child's welfare. Refer to "What to do if you Suspect a Child is Being Abused" publication appendix 1.

If after discussion there are still concerns, the Club Manager will make a referral. When a referral is made the Club Manager will agree with the Child Protection Agency what the child and parents will be told, by whom and when. If a referral is made by telephone, it should be confirmed in writing within 48 hours. The Children and Families Team should acknowledge a written referral within one working day of receipt. If the referral has not been acknowledged within 3 working days, the Club Manager will make contact again.

Staff will keep records of all discussions with and conversations about the child.

Confidentiality—in cases of child protection, information will only be shared on a need-to-know basis and with reference to data protection.

All staff have Safeguarding training and attend regular refresher sessions in line with regulations.

Club Ethos

We want everyone to have fun and require all children to abide by these rules which were written after discussion with all the children and staff and are reviewed each new academic year:

- Be kind, polite and helpful.
- Use kind and polite words.
- Share time on computers/games consoles.
- Never fight or tease
- Follow instructions first time.
- Take care of your own and other people's belongings
- Move about safely and quietly.
- Not to bring any precious toys, money or sweets to the club
- Help to tidy up.

Collection

Children should be collected no later than 5:30pm when the Club closes. Please ensure you inform the Club Manager if somebody else is collecting your child. If, due to unforeseen circumstances, you get held up and are going to be late collecting your child please telephone the staff on **07967631751** or **07817792244** as soon as possible. The Club runs a 'penalty' system for un-notified late pick up and call charges. The Club reserves the right to charge an additional £10 for every 15 minutes after the Club has closed to cover staffing costs and to charge £1 for every telephone call made to remind parents their child is waiting to be collected.

Parents will be billed for any late charges or telephone calls at the end of each term. This is to cover the additional staffing costs required for two members of staff to stay longer than their contractual hours.

The Club Manager will call all the emergency contact numbers as detailed on the Membership Form, to arrange collection. In the unlikely event that a child has not been collected by 6.30pm, and staff have been unable to locate any of the emergency contacts, under the conditions of the Children's Act 1989 / Care Standards Act 2000, the Social Services Dept. will be contacted for advice. Parents are responsible for any additional operational costs incurred because of late collection.

Children will only be permitted to leave at the end of the session with the person named for collection on the Application Form or who have the agreed passwords on record. Parents should inform the Club in writing of any changes to the named person(s), in order that our records are kept up to date and for security purposes.

Children in year 6 may leave the premises to walk home alone or with a friend if we have had written notification from his/her parent. Parents **MUST** request a

Club document to sign, alternatively, download one from the website. This document will NOT be given to your child to bring home for signature.

Complaints

The Windmill after School Club, hope that children, parents and staff can resolve any issues of which they are unhappy with through discussion. Should parents wish to make a complaint, they should do so in writing to the Club Manager giving details about the complaint. The matter will be acknowledged and investigated within fourteen days. If there is a delay, the Club will inform the parent giving reasons for the delay. The response will be shared with staff members concerned, with recommendations for any action to be taken, and the matter reported to the management committee. If the issue is not resolved, the complaint should be made in writing to the Chair of the committee committeechair@windmillasc.co.uk

The Chair will convene a meeting to discuss the issues and reply within four weeks. The decision of the management committee is final.

OfSTED has responsibility for ensuring the Club meets the National Standards. Complaints about how the Club meets the standards can be referred to OfSTED on 0300 123 4666.

NEVER FEEL RELUCTANT TO EXPRESS CONCERNS OR SEEK CLARIFICATION. IF A PROBLEM IS IMPORTANT ENOUGH TO CONCERN YOU THEN IT CONCERNS US.

Daily Routine

Reception, yr1, yr2 & yr3 children are collected from their classrooms or playground on their registered day/s by staff and escorted to the Club room.

Yr's 4, 5 & 6 children make their own way to their Club rooms for registration where their activities are set up.

To maximise safety and security when children attend the Club, a documented daily registration procedure is in use. Children attending school-based activities after school **MUST** register at the Club **BEFORE** going to the activity. Children who are normally collected by staff do not need to do this as it is the parent's responsibility to inform us by text on the day. The other club provider is responsible for delivering the child to the After School Club.

It is vital that parents inform the Club if their child is absent from school in advance. This will save unnecessary searching and worry for the staff. The school does not pass on information. Leave a message on **07967631751** or

07817792244 at the same time you call the school. OR email management@windmillasc.co.uk

The above statement forms part of this Parent Handbook. However, there have been many issues regarding WASC not being informed about any absences which include:

- school trips,
- play dates,
- illness,
- early collection by parent/carer from classrooms, events/trips
- child sent home by school because of sickness or injury,
- parent/carer collecting their child directly from the alternate club they attend e.g. judo,
- cake sales

WASC will no longer accept responsibility for children attending other clubs and after school activities until the time that club ends

For instance, if your child attends judo every week on Tuesdays and it ends at 4pm WASC will expect your child to check in and register when they have finished judo by 4.05pm when they should be with WASC

If your child does not check in and WASC are expecting them, WASC will at that point follow WASC procedures to search for your child.

Responsibilities of Parents/Carers:

- Inform WASC if your child will regularly attend a club, the day it's on and its location
- Inform WASC if a club is cancelled
- Inform WASC if your child is absent for **any** reason from school
- Inform WASC if you/designated person is collecting your child directly from the other club on your usual WASC registered day and therefore not attending WASC
- Confirm with the alternate activity provider that they will ensure your child is escorted to WASC for registration if in reception or KS1

Responsibility of WASC:

- The WASC registers will continue to indicate that a child is attending another club

- The registers will be re checked for children attending other clubs at that club's finishing time
- Activate missing child procedure e.g. contact the other clubs to check if the child attended, start search of premises etc
- Inform parent/carers if their child does not come to WASC at the end of the other club session via text message. If there is no response from parent/carer after 10 minutes WASC will telephone them and/or alternative numbers held on our database

Emergency Procedures

In the extreme case of an emergency situation arising at the Club, every effort will be made to contact parent/carers. Staff are trained to administer First Aid, if appropriate and further medical assistance may be sought.

A Fire Drill will be carried out a minimum of once every term, for the benefit of children and staff. In the case of fire, the alarm will be raised and all children, staff and visitors will be evacuated. The daily register will be checked and the building will only be re-entered once the all clear has been given by the Caretaker, Fire Marshals, Manager or fire services in the event of them being called on site.

If the Club is unable to re enter the building, parents will be contacted to collect their children. If staff are unable to contact parents, children will be escorted to a safe area to await collection.

Equipment

The Manager will ensure that sufficient, suitable equipment and materials are available to provide stimulating activities and play for the children. The equipment will reflect positive images of people, both male and female from a range of ethnic and cultural groups with and without disabilities.

Furniture, toys and equipment will be in good repair and where appropriate conform to BS EN safety standards or the toys (Safety) Regulations 1995 act.

All children attending the Club have an active involvement in the decision making of purchasing new equipment and toys.

First Aid

At least one member of staff will hold a current Accredited Paediatric First Aid Certificate in first aid for infants and young children. We aim to have all staff First Aid certified.

Currently all staff are Paediatric First Aid trained

The Club has a designated person who is responsible for maintaining the First Aid Box in accordance with the Health and Safety Regulations 1981.

The First Aid Boxes will be kept on view and within reach of children
Prescription medicines will be kept separately

Parents are requested to give written consent to allow staff to seek medical advice or treatment in an emergency.

Any accidents will be recorded in the Accident Incident Book and parents will be asked to sign the entry relating to their child. The Accident Incident book will be used to record any details of existing illness or injuries the child has when they arrive at the club. A record will still be made of injury/incident where there is no visible sign of a wound.

OfSTED will be informed of any serious injury to or death of any child in the care of the club or adult on the premises in accordance with OfSTED regulations.

Fees and Invoicing

The current cost per session is: £11.00 per child. This cost is subject to an annual review

Parents are invoiced via email each term. Our invoice sets out the day/s registered and total fees for the term. Payment must be made on receipt of an invoice **either in full or monthly in advance.**

Payment via BACS payments are now our preferred method of payment (details on your invoice). We ask that you email the Treasurer when you make a transfer and use your child's name in the details. admin@windmillasc.co.uk

Vouchers are accepted from various companies including Kiddivouchers, Edenred, Fidelity, Care-4 and Computer Share, contact the Treasurer for our account numbers and details.

Please note: holidays, play dates, sick days and days off must still be paid for if they fall on your confirmed registered day/s. (see Terms and Conditions)

One month's written notice is required when a place is no longer needed. Notice via email is accepted.

Food and Drink

Our club is committed to providing healthy, nutritious and tasty snacks (not a meal!) and drinks for children during their sessions. Staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

When preparing food and drink, staff will take into consideration the hygiene policy to ensure that the safety of all staff and children is paramount. In addition to this staff will be careful to ensure that the safety of both staff and children when using sharp or dangerous objects in food and drink preparation.

Staff are aware of their responsibilities under the food safety act 1990. The club is registered with the local authority to provide food. All staff who either handle or prepare food have a Food Hygiene Certificate and are trained in food storage, preparation, cooking and food safety.

We are proud to have been awarded a Food Hygiene rate of 5, the highest rate that can be given.

The club requires the parents/carers to complete a registration form which includes information about any special dietary requirements or allergies that the children suffer from. Staff will make sure that any food or drink offered to children considers this information to safeguard the children's health and as far as possible their preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food or drink will never be used as either punishment or reward.

The club recognises the importance of healthy eating and a balanced and nutritious diet. Because of this the club will endeavour to make a variety of foods available including meat, vegetarian and vegan options. Low fat and low sugar foods will be available as much as possible.

The club will not regularly provide sweets for the children and will avoid excess amounts of fatty or sugary foods where possible. The club will provide a choice of non sugary drinks and make sure that fresh drinking water is always available.

Inclusion

The Club is committed to fairness and equal opportunity for all. It also values the contribution that individuals have to offer and will promote diversity. Policy reviews will be made to ensure that policies adhere to current legislation. Staff will plan activities considering the needs of disabled children or those with specific needs to enable them to take part in activities. Staff will value and acknowledge children's individuality and seek to build children's self esteem and independence through activities. Where extra staffing may be needed the committee will seek extra funding. Parents may need to give more detailed personal information to staff to enable them to give the child a positive experience at the Club. This is especially important when the child first joins the Club and will be kept confidential. The Club is committed to question and counteract all forms of discrimination and prejudice and will positively intervene should an incident occur.

Lost Child

If a child fails to arrive at the Club within twenty minutes of the school day ending, the Manager will first contact the child's class teacher to find out if the child has been absent or is in an after-school activity. The Manager will then contact the child's parents/carers to find out why the child has not attended the Club. If the child has been at school and should be at the Club but is not traceable by 3.45pm or if there is any doubt as to where the child might be and the parents/carer of the child cannot be contacted, the Manager will text the contact numbers again and phone ten minutes later if there has been no response. If there is still no response, the Management will then decide on when informing the police and the social services is appropriate.

If a child is reported lost, staff will make a thorough search of the premises. If the child is not found, parents will be contacted immediately. If there is a delay in contacting parents and the Club Manager feels it appropriate, the police will be informed.

Should a child indicate they wish to leave the premises and not respond to Staffs' efforts to encourage them to stay in the Club, parents will be contacted to arrange collection.

Medicines

Medicines are not administered unless they have been prescribed for a particular child by his/her doctor. Written consent to administer any medication must be given by the parent. (Ask the Club Manager for consent forms).

The Committee will enable staff to seek individual training from a qualified health professional to administer prescription medicines which require technical/medical knowledge to administer. Training will be specific only to the individual child concerned.

Personnel

Staff are employed by the Committee taking into consideration OfSTED requirements and equal opportunities.

Our Club employs highly qualified, experienced play workers who are there to join in the fun and to make sure every child is happy and well looked after. Club Staff are always available to chat to or raise concerns.

Club Manager: Stuart Horrobin

Club Deputy: Adam Gibbs

Room Leaders:

Jayne Spence and Sarah Davies

Senior Play Assistants:

Karulin Syeda, Paula Smith, Anjana Singh

Play Assistants:

Feraz Akhtar, Joshua Gormley, Andrew Bloomfield, Diane Naylor, Peter Herklots, Emily Bowers, Charlie (Charlotte) West

Club Treasurer and Administrator: Joyce Long

All staff are known to the children by their first names.

All staff are DBS checked and we aim to have all staff First Aid qualified.

Stuart Horrobin is our dedicated Pupil Safeguarding Officer

Stuart Horrobin, Adam Gibbs are our registered Fire Marshals.

Adam Gibbs is our Designated First Aider

On occasion, or in an emergency, cover staff are called in.

Ideally, cover staff will be DBS checked but if not, a member of staff will always work along side them. We are lucky enough to have regular DBS checked support staff to call upon.

We are committed to staff training as well as personal and professional development.

Physical Environment

The Club premises will be kept clean and secure.

Children will be expected to inform staff if they are leaving a particular room/area e.g. to go to the toilet

The Club rooms will be laid out to provide different activities such as tabletop activities, energetic play and an eating area etc.

Safeguarding

See Child Protection

Sickness/Ill Health

In the case of ill health whilst in the Club, every attempt will be made to contact the parents/carers, if this is not possible the emergency contact named on the registration form will be contacted. The child will be expected to be removed from the Club as soon as is possible. If your child vomits or has diarrhoea whilst at the Club staff will isolate him/her from others to prevent cross infection. You, or the emergency contact, will be asked to pick up your child. The child must then be free of sickness or diarrhoea for 24 hours before returning to the Club. This is in place to prevent cross/further infection. Head lice are a common occurrence with children and are easily spread. If staff at the Club notice head lice on your child, or persistent scratching, you will be informed as you pick up your child and asked to treat them. A notice to inform parents that 'a child' in the club has head lice will be displayed.

In the unlikely event of staff sickness forcing club closure, the Treasurer will activate the Club Email List to inform parents the club will be closed as soon as possible. OfSTED require us to adhere to strict child/staff ratio so it is imperative all email, contact numbers and addresses are up to date.

DVD Viewing

We sometimes show DVD's at the club, if you prefer your child not to watch TV or DVD's please tell a member of staff. If you know certain things seen on TV may upset or frighten your child please tell a member of staff.

Visitors

A record will be kept of all visitors to the Club.

What the Club Expects from Parents

Parents can help the smooth running of the club by following the requirements below:

- NOT to use mobile phones whilst anywhere on the premises (Safeguarding directive) unless agreed by the Manager.
- Collecting children on time and off the premises by 5:30pm. The Club is not insured for childcare outside opening hours and we also have to vacate the school premises promptly at 6pm.
- Making every effort to follow the Club's procedures and contacting the Club at the earliest opportunity in the event of any problems.
- Follow the procedures for registration, booking and payment for places
- Keeping children at home in the event of illness as described in this handbook.
- Parents/Guardians to sign their children 'out' of the Club.
- Where you require the staff to administer prescribed medicines, ensuring the requirements of this handbook are adhered to.
- Observing the strict 'No Smoking' Policy across the school site.
- Parents to let their child's teacher know which days they will be using the Club.
- Notifying the Club immediately of any changes to contact numbers.
- Notifying the Club in writing of any change of persons authorised to collect their children including any agreed passwords.
- Notifying the Club as soon as possible if your child will be absent.
- Treat all staff, children and visitors with respect and understanding
- Give a minimum of one months' written notice to cancel your child's place.

Working in Partnership with Parents and Carers

The Club recognises the importance of working in partnership with parents and carers. Parents will be given information about the running of the Club and about accessing policies and procedures. Staff welcome contact from parents. There

will usually be an informal exchange of information at the end of the session. However, if parents wish to discuss issues in more depth, they should contact the Club Manager who will arrange a suitable time.

If you wish to share any talents or interests with the children, please speak to the Club Manager.

Information given to staff about children will be in the strictest confidence, except in circumstances where staff feel the need to protect the child. A record of the name, address and date of birth of each registered child and the name, address and telephone number of each parent/carer as well as emergency contact details and health issues will be kept on file.

What Goes On In The Club?

We believe that the Club is the children's time to relax and enjoy each other's company. In keeping with this philosophy, the children have a free choice of activities set up they may choose from each day. These include drawing, colouring, puzzles, reading, dressing up, games, construction sets, computer corner etc. Or maybe just chilling out and watching TV for a while. We also plan activities such as arts and crafts, clay modelling, cooking etc. We also invite specialists such as a Sculptor to teach the children new skills.

With any planned activity, the children's interests, developmental levels, ideas and energy levels are taken into consideration. Outdoor time occurs most days (less seldom during dark, winter months), and takes place either on the middle playground or playing field playing organised games or using the outdoor play equipment and apparatus.

The children enjoy a light snack and drink together at around 4pm. Children may bring their own snack if they wish to have at the beginning of the session to boost their energy levels then join the others at snack time later. If your child does bring his/her own snack we ask that they do not share with other Club members. Although sharing is usually encouraged!

Windmill after School Club children are encouraged to be independent and respectful of others and to treat all games and equipment with care. We therefore ask the children to pack away any game or activity, help wash up after having a snack if they wish, help clean up after an art/messy activity and return all equipment to its proper place.

The children are consulted on equipment purchasing and actively choose items from educational catalogues and play equipment brochures etc.

Our provision includes:

- OfSTED registered and approved with OUTSTANDING status when inspected on 4/7/19
- Friendly, experienced, caring staff
- A 'key worker' for Early Years children (ask our Manager for more information)
- Reception, Year1, Year2 & 3 children collected from their classroom and escorted to the Club room
- Snacks, fruit and drinks provided in keeping with the healthy eating policy and food hygiene policy
- Art and craft activities
- Table football and Shuffle board
- Air hockey table
- Pool table
- Board games
- Book corner
- Construction games
- Outdoor play
- Use of school hall and gym
- Computers with securely monitored internet access
- Video games

A comprehensive set of Club Policies is available in the Club room
This handbook and information about activities and snacks available will be given to all new parents.

Current voluntary parent committee members are:

Jo Craig, Chair	Jo Silva, Secretary	Anna Veprik, Finance
Francesco Boccellato, HR	Milena Mastroianni	Brid Filik
Xana Almeida		

If you feel you could volunteer as a Parent Committee member please chat to any named person above
Also talk to Stuart Horrobin, Club Manager

THANK YOU TO OUR PARENT VOLUNTEERS, WE ARE UNABLE TO RUN WITHOUT YOU!!!

Windmill after School Club