



# **Brains and Games**

## **After School Club**

# Parents / Carers

# Handbook

## **ABOUT THE CLUB**

Brains and Games After School Club is registered with Ofsted (Registration No 2603212) and is based at Burleigh Primary School. The club is open from 3.15pm until 6.00pm weekdays, during term time only.

We are based in the “juniors building” and will start our session in the canteen area. We are able to use the vast outside play areas that the school has, although a number of segments will be defined as “out of bounds” as will various items of play equipment.

### **Aims**

At Brains and Games we aim to provide a safe, secure and relaxed environment, offering a 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 things like dressing up / role play, home corner, craft, board games, construction, physical play, cookery and reading. In addition, other

resources are available for the children to select from our range of resources.

## **What we provide**

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including 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. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table. We do not permit any food or sweets that has not been sourced by the club to be consumed at any time.

## **Staffing**

Our Club is staffed by a Team Leader and one playworker. In addition, the club owner might be present from time to time. 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 have appropriate DBS checks. We maintain safe adult / child ratios and will monitor the number of children under and over 8 to ensure that ratios are sensible in each age range.

Staff also have designated roles:

Mark Bailey: Equalities and Inclusion Co-ordinator, Health and Safety Officer

Mark Bailey: Fire Safety Officer, First Aid Co-ordinator, Child Protection Officer

Mark Bailey: EYFS Key Person, Child Protection Officer

Mark Bailey: Data Protection Lead

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 Team Leader in the first instance, on-site, or the owner (contact details are at the back of this Handbook).

## **Organisation**

Brains and Games is run as a private business. We enjoy a close working relationship with Burleigh Primary School in order to ensure 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 the Club and are available for parents to consult at all times.

## **GENERAL PHILOSOPHY**

Before all of the formalities are dealt with (below), I hope that you find that we are a warm, friendly and accepting club that pride ourselves on listening and being solution oriented. We work for the children and we invite them to not only be not be a part of the club, but to “run the club”. That may sound strange, but when the

children are relaxed and engaged (and safe !!), they will naturally find their own way and ensure that they make the right choices at the right time and meet all of the expectations that we have for them as adults.

Partnership is important to me as a Business Owner. I welcome all conversations with parents and will invite you and your children to provide feedback from time to time. This is expected of us by our regulator, however it is straightforward for me and a pillar of good business sense that fits naturally. I encourage dialogue that will improve how we do things and to raise matters that we might otherwise be unaware of. When we speak, whatever the subject, there is always likely to be a solution.

Please talk to us and tell us about your Childcare needs and we will do our utmost to support your family.

## **TERMS AND CONDITIONS**

### **Admission**

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Owner 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 in attendance. See our **Admission and Fees Policy** for more details.

We require 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.

Annual re-enrolment for the start of each new academic year (September) is not required at the end of the preceding summer term. We do ask that any change of personal details is advised immediately, as and when things change.

## Payment of fees

The current standard fees are as itemised below:

### After School Care:

<b>Permanent</b>	<b>£14.00</b>	<b>3.15pm to 6.00pm</b>
<b>Casual</b>	<b>£16.00</b>	<b>3.15pm to 6.00pm</b>

**Early School Finish\*:** No additional fees for the 2022 / 23 academic year

**Discounts:** 10% sibling discount. Sibling discounts for permanent bookings only.

\* Final day of each major term. The school typically finishes earlier than the normal time of 3.15pm. Additional charges for earlier collection removed for the 2022 / 23 academic year.

Fees are payable one month in advance by bank transfer, Tax-Free Childcare or childcare vouchers. Schedules / invoices are typically sent seven days prior to the previous month end and are required to be paid within seven days of being issued.

We accept vouchers from the major childcare voucher schemes. If you intend to pay using one of these schemes, please ask at the time of enrolment to ensure that Brains and Games is signed up to that particular scheme.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, on holiday

or any other absence (regardless of the amount of notice given). We are also aware that the school might offer a “Do Something Different Day” during an academic year. If this day is offered, or more than one day offered, Brains and Games will be open and day(s) of this nature will remain billable as these days remain school days as defined by the Department for Education.

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

Please ensure that fees are paid promptly. Non-payment for more than two weeks may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the owner.

### **Cancellation due to industrial action**

Any cancellation caused by industrial action unrelated to Brains and Games staff will require payment in full.

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

You must give us one school half term notice of termination, or of changes in the pattern of attendance. If you need to change the days that your child attends, please contact the owner. We try to accommodate such changes wherever possible.

### **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 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.

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

If your child is absent for more than one day, each day of absence should be notified unless a pre-defined period has already been advised. It is not the responsibility of Brains and Games to chase unnotified absences. Fees will apply where a phone call or e-mail is issued to establish where your child is. Time allocated to tracking down absent children is distracting, inefficient and prevents staff from performing the more important things, such as looking after the wider cohort.

## **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. Please contact the owner to arrange this.

During your child's first session, time will be set aside for an induction. The induction will include running through the Club's rules and routines (including meal times, collection, children's meetings) and introducing your child to the staff and other children.

Another child might be allocated to act as your child's buddy for the first few sessions, depending on existing friendship groups.

See our **Child Induction Policy** for more details.

## **Arrivals and departures**

Our staff collect younger children (Reception, Year 1, Year 2) from the Infants building and will not leave that area until all children are

present and accounted for. A member of staff will escort them to the Club. A register is taken when 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 and that person must be aged 18 (eighteen) or over. Failure to pre-notify of a third party collection will require the staff at the club to make a call to parents or carers to seek permission and this will incur a fee for doing so.

See our **Arrivals and Departures Policy** for more details.

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 £1.00 per minute will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.20pm [20 minutes after your club closes] 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 follow our Uncollected Children Policy and contact the Police, Social Care team and health care professionals (as needed).

## **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 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.

For more details on equal opportunities and special needs, see our **Equalities 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.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers. 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 at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

## 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. See our **Aggressive Behaviour Policy** for more details.

## **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 or 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, and the Club is fully insured for such events. 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. For full details see our **Illness and Accidents Policy**.

## **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. See our **Administering Medication Policy** for more details.

## **Complaints procedure**

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

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.

## **Privacy Notice**

At Brains and Games 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, social media 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 (e.g. to take online bookings, or 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.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

## PLEDGE TO PARENTS / CARERS

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, 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, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views, concerns and seek suggestions to ensure that we continue to meet your needs.

## CONTACT INFORMATION

Brains and Games  
c/o Burleigh Primary School  
Blindmans Lane  
Cheshunt  
Hertfordshire  
EN8 9DP

**Club mobile number: 07376 130968** (Please leave a voice message if there is no reply. Please also note that this number is unattended outside of club hours, but phone calls will be forwarded. However, text messages will not be picked up until the start of our session)

and should be avoided if possible. Please use e-mail for all enquiries.)

**E-Mail address:** [burleigh@brainsandgames.co.uk](mailto:burleigh@brainsandgames.co.uk)

**Tel (Owner):** 07817 468347

### **Club Staff**

Owner: Mark Bailey

Team Leader: Cathy Fegan

Playworker: Tracey Kime (full-time); Caitlin Dizenzo (part-time)

### **Ofsted**

Piccadilly Gate,  
Store Street, Manchester  
M1 2WD  
Tel: 0300 123 1231

**Ofsted Registration No: 2603212**