



## **Templemoor Infant and Nursery School**



**Before, After School and  
Holiday Club Handbook  
2018 to 2019**

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# Welcome

## Welcome to Templemoor Before, After School and Holiday Club

This handbook has been created to provide you with all of the information you will need about our Before, After School and Holiday Club.

Templemoor's Before, After School and Holiday Club is an integral part of our School. It allows children from Nursery through to Year Six to continue to play and relax in familiar and friendly surroundings out of usual school hours. We aim to give parents the flexibility to use our childcare services when they need to, whilst giving peace of mind that children are happy and well looked after in an attractive, safe and stimulating environment.

The Club is located within the Nursery Building for children in Nursery and Reception, and within the main School hall, for children in Years One to Six. The children in After School Club and Holiday Club have access to a large outdoor space - with a playground, a large field and impressive climbing structure and Trim Trail.

Building strong relationships with families is key to our success. Our door is always open: we welcome your queries, and are always available to discuss your child's needs or your personal requirements. Our aim is to make sure that all of the children who attend our clubs are safe and happy. To this end, we are always receptive to your feedback, so please do not hesitate to have a chat with the staff about any suggestions or requests you may have; the better we know the children and you, the more able we are to care for them well.



# Our Club Vision and Aims

## Our Vision

Our intention is to provide your child with a positive, nurturing, stimulating and most of all safe environment in which to relax and play before and after school, or during the School holidays.

Templemoor's Before, After School and Holiday Club is a place of excellence where children are safe, nurtured, active, respected, and included. A place where relationships are valued and where children's friendships are formed and encouraged. We believe that all children should feel valued as individuals, and become understanding and tolerant of others; we therefore promote an anti-sexist, anti-racist and multi-cultural approach and aim to celebrate diversity. We encourage all children and parents to express their opinions of Templemoor's Before, After School and Holiday Club. These views are of paramount importance to us and continually inform our understanding of how best to shape our service to provide for your needs. We believe that all children are entitled to participation, provision, play and protection, as required by the UN Convention on the Rights of the Child.

## Our Aims

- To offer a high quality, flexible service, in a friendly environment which is happy, safe and secure, stimulating and challenging, and lots of fun.
- To encourage children to develop positive responsible attitudes, self-confidence and independence to become caring individuals within a group.
- To respect and understand each child as an individual, be aware of and sensitive to their specific needs and to tailor our service and care accordingly to provide the most beneficial experience for each child.
- To allow and encourage children to express themselves and to communicate ideas and feelings in a variety of ways.
- To ensure that all children feel included through regular consultation, that we are receptive to their feedback and they are given the opportunity to contribute to the running of their Club with regard to planned activities and resources.
- To ensure that parents and carers are and feel involved in the Club through regular consultation both formal and informal, that we are receptive to their feedback with regard to the service and that lines of communication between parents/carers and staff remain open.
- To ensure that all staff meet best practise benchmarks through staff training and continuous learning and reflection.
- To provide parents with peace of mind that their children are cared in a safe, familiar environment by people who know them well.

# Club Opening Hours

## **Breakfast Club**

The Breakfast Club is open between 7:45am and 8:55am during term time.

## **After School Club**

The After School Club is open from 3.15pm to 6pm during term time.

## **Holiday Club**

The Holiday Club is open between 8am and 6pm during the school holidays. The Club is not open on staff training days and Bank Holidays. We are also closed for the whole of the Christmas Holiday and during the last week of the Summer Holiday.

Please refer to the calendar at the back of this Handbook for the school term dates.





# Staffing

All of our Clubs are managed and run by Templemoor Infant and Nursery School as part of our wider service to the school community. The Manager and Deputy Managers maintain a close working relationship with the Headteacher/ Deputy Headteacher which ensures continuity of care between school and the Clubs.

Templemoor's Before, After School and Holiday Club Team are committed to providing the best possible care for your child.

**Leah McCartney** is our Manager for the Breakfast, After School Club and Holiday Club and your first point of contact should you have any comments about the service.

**Ashleigh Simpson** is our Acting Deputy Breakfast Club Manager.

**Samantha Bradburn** is our Deputy After School Club and Holiday Club Manager.

**Scott Stakes** is our Deputy Holiday Club Manager.

Our Clubs are run by an enthusiastic and committed team. Staff work to current and appropriate job descriptions and have been appointed ensuring that they possess the relevant skills, have experience of working with children and either possess or are prepared to work towards the relevant qualifications. Following the interview process with new staff, the references of previous employers are taken up and a full vetting process ensures that our staff are deemed suitable for regulated work with children.

There is always a staff member with Paediatric First Aid training and with a Food Hygiene certificate present.

Meetings are held in order to plan and review our provision and to maintain good communication between staff. We work closely with school staff to ensure that all relevant information is passed from School to Club and vice versa on a day-to-day basis.

A full staffing list can be found on the X Club Notice Board, which is situated in the Main Hall, or on our school website by clicking on the following link:

[https://templemoor.eschools.co.uk/web/x\\_club/203262](https://templemoor.eschools.co.uk/web/x_club/203262)

# Settling In

We get to know our new Nursery and Reception children well and we take great pleasure watching them grow in confidence and maturity as they progress through the school. However, new children will be supported during their first weeks to ensure that they are aware of and comfortable with our routines, that they have been introduced to our range of activities, and that they are engaging well with fellow Club members. It is of paramount importance to us that your child feels happy and secure in their environment and with our Club staff, and that their overall experience is positive. We appreciate that you may have more questions during your child's early days at the Club, and greatly welcome your involvement at this time as you get to know our staff, and we develop a greater understanding of the needs of you and your child.



# Breakfast Club

Our Breakfast Club opens each school day morning from 7:45am to 8:55am. All children need to be dropped off by an adult from 7:45am onwards. For children in Nursery and Reception the drop off point is in the Nursery Building via the Nursery Playground entrance. For children in Years 1 to 6, the drop off point is in the School Hall. All parents/carers must sign their children in to the Club.

Breakfast is served from 7:45am until 8:30am. Your child will be offered a choice of healthy breakfast, including fruit and a drink.

Your child will also be offered a range of activities or if they prefer they can have some quiet time to relax before the start of the school day.

The charge for each session is **£5 per child**. We are able to take a maximum of 40 children in Nursery and Reception, and a maximum of 70 children in the Main Club.

Children from Moorlands Junior School will be walked to school for 8:45am in time for their school day to start. Templemoor Infant and Nursery School opens at 8:55am when Breakfast Club ends. Our staff will accompany all Templemoor children to their classes. Your child will have plenty of time to get ready for class and to meet up with their friends.

A registration form for Breakfast Club can be found on our school website by following the link below:

[https://templemoor.eschools.co.uk/web/x\\_club/203262](https://templemoor.eschools.co.uk/web/x_club/203262)





# After School Club

Our After School Club opens each school day from 3:15pm to 6pm.

Templemoor children will be collected from their classrooms and escorted to the Club by Club staff. Children attending Moorlands will be met by members of Club staff at the 'Target Wall' at 3:30pm and walked to Templemoor. A later pick up at 4:30pm will be made. Parents must inform the Club if their child needs picking up at this time. We do not offer pickups from Moorlands at any other times. Your child will take their coat, book bag etc. with them to the Club so that they are ready for home when collected.

On arrival, children will be registered. They then wash their hands and are given the option to relax with a small snack and a drink. Children may then choose to play indoors or outdoors, when possible, and are offered a wide range of toys, games and puzzles, books and craft activities and materials. There are also planned activities on offer and children can opt to take part in these if they wish. We do of course respect the fact that children may be tired after the school day, and may simply wish to relax and engage in a quiet activity by themselves. We encourage children to interact and communicate well with each other at the Club, and therefore do not allow the children access to computers or iPads.

Children in the Main Club are given access to a quiet area in which to complete their homework if they wish. Please note that whilst Club staff are on hand to help, they are not teaching staff and homework is not completed on a 1-1 basis, although we will try our best to provide assistance where it is required.

The charge for each session is **£10 per child**. We are able to take a maximum of 40 children in Nursery and Reception, and a maximum of 90 children in the Main Club.

**All children** must be collected from the Main School Hall. When you arrive to pick up your child please use the red after school club bell. You will be required to provide a password for the purposes of pick up (on the Registration Form). This will be required for anyone picking your child up from After School Club. If an adult is unable to provide the password we will need to call you to confirm their identity and obtain your permission. Please note we will not allow any child to be picked up by anyone under the age of 16, or to walk home on their own. You will be asked to sign your child out of the Club. A registration form for After School Club can be found on our school website by following the link below:

[https://templemoor.eschools.co.uk/web/x\\_club/203262](https://templemoor.eschools.co.uk/web/x_club/203262)

# The Holiday Club

Our Holiday Club is open between 8am and 6pm during the school holidays and takes place in the Main School Hall. The Club is not open on staff training days and Bank Holidays. We are also closed for the whole of the Christmas Holiday and during the last week of the Summer Holiday.

A detailed programme of activities is issued prior to each Holiday Club. Each programme contains a mix of structured activities, as well as time for some free play.

Children should bring a healthy packed lunch and a snack each day as well as a water bottle. Please ensure your child is wearing comfortable clothes, suitable for the activities and that they always have a waterproof coat. In summer, please provide your child with a sun hat and sun lotion.

The charge for each session is **£23 per child for a full day, or £11.50 per child for half a day.**

A registration form for the Holiday Club can be found on our school website by following the link below:

[https://templemoor.eschools.co.uk/web/x\\_club/203262](https://templemoor.eschools.co.uk/web/x_club/203262)

Bookings for Holiday Club may be made up to 10 days beforehand. After this deadline, parents may still apply for a holiday club place by emailing [xclub@templemoor.trafford.sch.uk](mailto:xclub@templemoor.trafford.sch.uk) to see if there are places still available.



# Healthy Snacks

Children are always offered a drink and a healthy snack at both the Breakfast and After School Club, and the Club Staff follow all Health and Safety regulations in the preparation of food. Crisps and other less healthy snacks may be offered on discrete occasions such as pre-holiday or other celebrations. If parents or carers would like to make suggestions as to snack or ideas for baking, we would love to hear from you. You can speak to us in person or send us an email at any time.

We are currently in the process of working with our school cook to create a menu of the snacks meals served throughout the week. This will be on a four week rotational basis. Details will be sent out to all parents and carers once these menus have been finalised.

Breakfast and lunch is not provided at Holiday Club. Children should bring a healthy packed lunch and a snack each day as well as a water bottle. Please be aware that Templemoor and it's Holiday Club follow a strict 'nut-free' policy, and ask you not to send your child in to the Club with any product containing nuts. We must ensure your co-operation in this matter with regard to the potential danger to children with allergies.



# Parent Partnerships

## Keeping you informed

Information about the Breakfast, After School and Holiday Club is communicated via email. Copies of all communication can also be found on our website by following the link below:

[https://templemoor.eschools.co.uk/web/x\\_club/203262](https://templemoor.eschools.co.uk/web/x_club/203262)

Staff are always very happy to provide feedback so please do not hesitate to have a chat with them when you collect your child. Communication is a two-way process, and parents are encouraged to keep us informed especially if there are any concerns or changes in circumstance which may affect your child.

## Parental Involvement

Our families play an important part in the life of our School and we want this to continue with our Clubs too. We hope that parents and carers will feel happy and comfortable with the Club staff. We endeavour to build and maintain strong relationships with our families and are always on hand to support you when you need more information, extra help, or just a listening ear. We are committed to working in partnership with you to ensure good quality care for your children. We will:

- Welcome you at all times to discuss our work or have a chat.
- Keep you informed of programmes of activities and procedures.
- Listen to your individual needs to ensure we maintain a flexible yet reliable service, allowing you to plan each day with peace of mind.
- Share and discuss your child's achievements and experiences.
- Be available to discuss decisions with regard to the running of our Club.
- Listen to and value your views and concerns to ensure that we continue to meet your needs.



# Registration

A completed registration form is required for each child that attends the Breakfast, After School and/or Holiday Club. This form contains personal information concerning you and your child and is of a confidential nature for use only by Templemoor Infant and Nursery School's Breakfast, After School and Holiday Club. A full Privacy Notice can be found on our school website via the following link:

<https://templemoor.eschools.co.uk/web/gdpr/352913>

The registration form can be collected from the school office or is available to download via our school website.

You will need to register your child before making a booking as we need to be aware of any specific needs, such as dietary requirements, that your child may have. As we will be providing care before school opens, after it closes and during the holiday periods please make sure that you update us on any changes including contact details.





# Payment of Fees

## Scopay Booking System

After registration, parents will need to register with our online booking system, 'Scopay'. A link to the booking system can be found by clicking on the following:

**[www.scopay.com/templemoorinf](http://www.scopay.com/templemoorinf)**.

Bookings can be made and cancelled at any time up to a week in advance.

As soon as you make a booking, the charges will show on your account. Debt is not permitted so you will have to have enough credit in your account to book a place in club or pay for your bookings immediately.

If you make a regular payment with Childcare Vouchers, a small amount of arrears will be permitted in order to book sessions.

There is no need to book for the whole year at a time. The booking system enables parents/carers to make and cancel bookings with increased flexibility.

You may book sessions for September 2018 onwards from Monday 11th June by logging onto the above system.

If you need to cancel or make a booking within one week, please email [xclub@templemoor.trafford.sch.uk](mailto:xclub@templemoor.trafford.sch.uk) or text the X Club mobile on 07443 468842.

**Please note that bookings and cancellations cannot be taken over the phone.**

If you experience any difficulty in making a booking at any time throughout the year, please contact the school office.

## Frequently Asked Questions

### **What if I can't afford to pay at the time of booking?**

You will be able to book for September onwards at any time from 11th June. The booking system will be open throughout the summer holidays. You can manage your bookings in shorter term intervals.

### **Why is there a delay between paying my childcare voucher payment and it showing in my account?**

When a payment has been made to a voucher company, a remittance email is sent to the school. These remittances are processed throughout the week but there will be a

delay between the parent/carer making the payment and the credit being applied to your account.

**If I work full time and need to have a guaranteed place in Club for the whole year, how can I afford to book for the whole year?**

Requiring payment at the time of booking will have a huge impact on administration time chasing debts. Bookings and payments can be made at regular intervals throughout the year to ensure a place for your child. If you have any problems making a booking due to the unlikely event of over capacity, please contact the school office.

**Why do we need a booking and cancellation deadline?**

We need to ensure that there are adequate staff in our Club for the number of children.

**Why doesn't the office make the bookings and cancellations for me?**

Club attendance has increased over the past five years which has led us to introduce a more efficient system to reduce administration time.

**How do I contact Club administration?**

All bookings and cancellation requests should be made in writing. Please email [xclub@templemoor.trafford.sch.uk](mailto:xclub@templemoor.trafford.sch.uk) or text 07443 468842.

If you have any questions about using the Scopay system, there are 'Quick Reference Guides' which can be found on the Scopay website after you have logged in under the 'Help' section.

Finally if you have any concerns about the booking system, please don't hesitate to come to the school office.



# Safeguarding

The safety and wellbeing of all our children in the Club is our number one priority.

## **Emergency Contacts and Medical Information**

We use the contact details and medical information that you have supplied to the school during the registration process. Please ensure that all details are kept up to date, particularly home address and telephone numbers, emergency contact names and numbers, and GP / dietary needs / medical conditions / medication details. Please inform the school as soon as possible if there are any changes to this information. If your child needs medication then you must discuss this with the Club staff. Medication can only be given if it has been prescribed by a doctor and has a label with the date, child's name and dosage clearly marked. You will be asked to complete an administration of medication form.

## **Accidents and Incidents**

In the event of a child becoming ill, having a serious accident or a significant bump to the head, a parent or emergency contact will be notified immediately. Should emergency action be required, immediate medical attention will be sought either by calling an ambulance or by taking your child to the medical centre. In the event of not being able to speak to you or your emergency contact, the Senior member of staff will act in loco parentis whilst efforts to contact you continue. Any minor cuts or bruises will be dealt with by a Club qualified first aider; as appropriate, parents will either be notified by telephone or at the time of collection. All details of incidents or accidents will be recorded, and parents will be asked to sign the Accident Form or an Incident Form which will note any action taken by the Club staff. Under no circumstances will the staff apply any lotions to the children in case of allergies.

## **Infection and Illness**

For the purpose of infection control, children suffering from infectious diseases (e.g. diarrhoea, conjunctivitis, chickenpox, etc.) should not attend the Club. If your child has had sickness or diarrhoea they must be 48 hours clear of symptoms before returning to the Club. Templemoor Infant and Nursery School follows public health guidelines on infection control for children in schools and pre-5 establishments. If in doubt, please seek advice from your GP.

## **Safety and Security**

Our sign-in and out system is designed to ensure that your child is always safe and accounted for. All children will be signed in and out of our daily register with the times of arrival and departure noted. Once signed out it is deemed that the responsibility for the safety of each child lies with the adult who has collected him/her, although a member of staff is always on door or gate duty to keep a watchful eye to ensure children leave safely. It is a requirement that a responsible adult over the age of 16 will drop off and collect your child from the Club.

For safeguarding reasons all parents and carers must ensure that they wait in the hall at pick up and do not go into the main school or classrooms.

All of our doors and gates have security locks and parents must use the buzzers to gain access. We politely ask that you ensure the doors close behind you and that you do not allow anyone else to enter the building with you.

Your child will always be supervised by a qualified adult, and the service complies with the correct adult to child ratios. Risk assessments have been performed on all areas accessible to Club children and a record of all Accidents and Incidents will be maintained and shared with parents and carers.

Cars must not pass the school gates for any of the services. In the interests of good relationships with our neighbours we also ask that you do not park on Nursery Close.

Moorlands pupils are not allowed to bring bikes or scooters to the club.

## **Child Protection**

We comply with Trafford Safeguarding Children's Board child protection procedures and ensure that all staff are trained in safeguarding children and have an enhanced DBS. The designated lead for Child Protection at the Club is Leah McCartney.

## **Fire Safety**

The children are made aware of fire safety procedures. We have a fire drill on a regular basis when children are taught to respond immediately to the smoke detector and evacuate the building. We have a no smoking policy on the entire school premises.

## **Emergency Closure / Evacuation of Premises Policy**

The safety and well-being of children and staff is of paramount importance. Premises can be closed in emergencies for a variety of reasons, most of which cannot be foreseen, e.g. gas leaks. In these circumstances an effective communications network

with parents will be maintained, but the understanding of parents is sought given the unusual circumstances such conditions invariably bring. In case of immediate evacuation from the Club premises, the children will be taken to the Junior School.

### **Positive Behaviour**

Club staff aim to encourage appropriate behaviour from children through positive reinforcement: by praise for good behaviour, encouraging co-operative play and sharing and by engaging with the children with the courtesy that we expect from them. Feelings of self-worth, self-respect and respect for others are encouraged at all times. Minor issues will be dealt with by staff as and when they arise and the Club Manager will be made aware of these. For more serious situations, the Headteacher of Templemoor Infant and Nursery School will be consulted and parents will be informed and invited to discuss any issues which might be contributing to a change in behaviour.



# Collection Information

## A change in Arrangements

If your collection arrangements have changed e.g. your child is going to a friend's house for tea and will not be attending the Club, you must inform the Club that your child will not need collecting to avoid any unnecessary delay.

If your child attends an after school activity at Moorlands, you must let Club know the exact details e.g. which classroom, finishing time etc. If your child has stopped attending a club, you must inform the Club immediately.

## Late Collection

The After School Club and Holiday Club close at 6pm and **late pick ups are not permitted**. It is not fair on the children, who have to wait behind when all of the other children have gone home, or the staff, who have families at home waiting for them. The Club operates and adheres to a tiered fine system for late collection as outlined below.

Number of times late	Late Collection Fee (per child)		
	6pm - 6:15pm	6:15pm - 6:30pm	6:30pm onwards
1	£10	£15	£20
2	£20	£25	£30
3	£30	£35	£40
4	£40	£45	£50
5	Withdrawal of the Club place for the academic year		

# General Information

## **Age Range**

The club is open to children from Templemoor Infant and Nursery School and Moorlands Junior School only.

## **Arrival without a Booking**

Arrival without a booking is not permitted and in the case of Breakfast club you may be turned away.

If a child arrives from Templemoor or Moorlands expecting to be in the After School club we will accept the child, admit them to Club and make the following charges:

In the case of all clubs: if your child arrives at club without a booking, a charge of £10 per child, per session will be made in addition to the session fee. This charge will not be removed unless parents/carers can show written confirmation from school\* that they already had a firm booking for the session.

\*Written confirmation from school can be a text, email or a note from staff in the handover diary that is used by Club staff and the Club administrator (these notes are made on the day the change was requested).

## **Concerns and Complaints**

We are keen to learn of any concerns you or your child may have. It is highly important to our staff members that you feel able to share these with us, that you are comfortable doing so, and that you are confident that we will listen and take appropriate action. The first point of contact is the Club Manager Leah McCartney, or if she is not available the Deputy Club Managers. If you would like to discuss anything in depth, we would ask that you make a prior appointment, to ensure that the appropriate time and space is made available for you. We acknowledge and value your understanding of your child's needs, interests and personality, and will address your concerns with sensitivity and due confidentiality.

## **Credit Refund**

If the school is closed for any unforeseen reason (e.g. snow closure), then a full credit refund will be given.

## **Equalities**

Templemoor Infant and Nursery School will ensure that it complies with its duties under the Equalities Act 2010 and have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the above mentioned Act. The Clubs will make every effort to accommodate and welcome any child with special needs. Each case will be assessed individually and risk assessed to ensure everyone's safety. We will work in liaison with parents/carers and relevant professionals to meet children's needs wherever possible.

## **Lost Property**

We understand the frustration of collecting your child from the Club only to find that he or she is missing articles of school clothing or other equipment. However, when children leave Templemoor or Moorlands to come to After School Club, it is their responsibility to ensure they have all their belongings. We appreciate that this is a taller ask for our younger children and if we are made aware of items left behind we will endeavour to locate them. Please ensure that all clothing and equipment is named.

## **Over Subscription**

In the highly unlikely event of over subscription, the following criteria will be used:

1. Priority will be given to pupils from Templemoor and Moorlands who regularly/currently use the service, followed by:
2. New Templemoor pupils.
3. Siblings of Templemoor pupils.
4. New Moorlands pupils.

## **Policy**

The Breakfast, After School and Holiday Club operates under the same set of policies and procedures as the school. This includes but is not limited to:

- Behaviour Policy
- Anti Bullying Policy
- Exclusion Policy
- Safeguarding Policy
- Equalities
- Charging Policy
- Complaints Policy
- Health and Safety Policy
- Data Protection Policy

- Debt Management Policy

# School Calendar

## 2018 to 2019

### Summer Holiday 2018

<b>Holiday Club Opens</b>	Friday 27th July 2018
<b>Holiday Club Closes</b>	Friday 24th August 2018

### Autumn Term 2018

<b>Opens</b>	Tuesday 4th September 2018
<b>Closes</b>	Friday 19th October 2018
<b>Opens</b>	Tuesday 30th October 2018
<b>Closes</b>	Thursday 20th December 2018*

**\* Please note that Holiday Club does not operate during the whole of the Christmas Holiday period.**

### Spring Term 2019

<b>Opens</b>	Monday 7th January 2019
<b>Closes</b>	Friday 8th February 2019
<b>Opens</b>	Monday 18th February 2019
<b>Closes</b>	Friday 5th April 2019



## Summer Term 2019

<b>Opens</b>	Tuesday 23rd April 2019
<b>Bank Holiday Monday (Club is closed)</b>	Monday 6th May 2019
<b>Closes</b>	Friday 24th May 2019
<b>Opens</b>	Monday 10th June 2019
<b>Closes</b>	Friday 26th July 2019

## Summer Holiday 2019

<b>Holiday Club Opens</b>	Wednesday 28th July 2019
<b>Holiday Club Closes</b>	Friday 23rd August 2019

## Staff Training Days (Club will be closed to children)

Monday 3rd September 2018
Monday 29th October 2018
Friday 21st December 2018
Monday 29th July 2019
Tuesday 30th July 2019