

QUEENSWAY SCHOOL

After School Club



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Email: childcare@queensway.oxon.sch.uk

Website: www.queensway.oxon.sch.uk

Contract and Information Booklet

For Parents/Carers

2021/2022



COMMITMENT TO QUALITY

Queensway School aims to at all times to provide high quality care for children. Queensway committed to promoting Equal Opportunities and supporting children with Special Needs.

Quality is represented by:

- The ethos of the school.
- The staff who are responsible for the children.
- The provision of a service which meets the needs of Parents/Carers and their children.
- The resources, which are provided.
- The experience and learning opportunities, which are available to the children.
- The management and organisation of Queensway School.
- Our ability to meet the requirement as set out in the relevant legislation.

Our aims are:

- To provide high quality childcare at an affordable cost.
- To work with Parents/Carers for the benefit of the children to organise a range of activities, experiences and learning opportunities which are appropriate for children aged 4-11 years old.

MANAGEMENT OF QUEENSWAY AFTER SCHOOL CLUB

Overall responsibility of Queensway School is held by the Head Teacher, Sarah HorburyJakeman. The day to day management and organisation of Queensway After School Club is carried out by the Leader, Cindy Maskell. Regular communication between staff all around the school takes place to ensure the best care is provided for the children attending Queensway After School Club.



Queensway After School Club adopts all the policies of Queensway School including Safeguarding, Health & Safety and Behaviour.

EQUAL OPPORTUNITIES

Queensway After School Club fully supports equal opportunities to provide provisions for all children regardless of race, culture, sex, social class and disabilities wherever possible.

SPECIAL NEEDS CHILDREN

If a child with special needs registers with Queensway After School Club, staff will work alongside parents, teachers and the inclusion team to offer support and guidance to help enable the child to have the same opportunities as other children of similar age wherever possible and appropriate.

WHAT IS QUEENSWAY AFTER SCHOOL CLUB?

It's a childcare service which is a wrap-around system for children attending Queensway School during term time. It is open to children from Foundation Stage to Year 6 and offers afterschool childcare.

QUEENSWAY AFTER SCHOOL CLUB is open between 3.05pm to 6.00pm term time only.

Children need to be booked in advance on a termly or annual basis, therefore ensuring peace of mind to cover your childcare needs. Alternatively, on a weekly or more casual basis as and when required, subject to space being available. Please ring 01295 251631 **no later than 6:00pm the day before childcare is required** to check availability. You can also email Cindy Maskell at childcare@queensway.oxon.sch.uk for any changes or added sessions for your children.

IMPORTANT NOTE: Children can attend an extra curriculum after school club till 4pm and then come to the After School Club afterwards. However, please be aware that the fee for this hour will **still be levied** as a place is held open for them from 3:05pm.

Please note late charges for collecting after 6:00pm. This is currently £6:00 for every 15 minutes, or part thereof.



CHARGES

£3.50 per hour (min time 1 hour)

Within the daily charge are the snacks and drinks offered every day. Queensway After School Club also offers a hot light snack for children attending after 4.30pm which is included in the child care costs. It is intended that children will still require a meal when they get home.

Invoices are produced at the beginning of each term (payable monthly) and will be sent out via email so please make sure your email addresses are stated and clear on the application form. All invoices are to be paid in advance and settlement is required within 7 days.

With the agreement of the Governing Body and Head Teacher, Queensway will take action against persistent late payers. This action may include suspension of your child's place at Queensway After School Club.

Payments can be made by cash or cheque. We currently use a various number of childcare vouchers.

A full charge is made for all absences, as your child's place has to be held open for them. Holidays taken during term time will be charged at the full rate at £3.50 per hour.

LATE COLLECTION CHARGES

Please note that there are late charges for collecting after 6.00pm. This is currently £6.00 for every 15 minutes, or part thereof.

ACTIVITIES

A range of activities will be available for the children at Queensway After School Club. A selection is listed below:

Outdoor Recreational games
Computer Games
Craft Activities
Construction Kits
Stories/books
Outdoor games/activities

Table Top Activities
Creative Activities
Parachute Games
Puppets
Cookery
Dance

SAFEGUARDING STATEMENT



At Queensway we are always alert to the care and needs of every child and believe that every child has the right to be safe. Our first concern is always your child's welfare. Queensway After School Club will follow the School's Safeguarding Policy and child protection. Any safeguarding concerns please report to Cindy Maskell (Designated Safeguarding Lead) in the first instance and Sarah Horbury- Jakeman, Headteacher, thereafter.

NON COLLECTION OF CHILDREN POLICY

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents/carers are made aware of our procedures so that, if they are unavoidably delayed, they will be assured that their child will be properly cared for.

Methods

Parents of all children are asked specific information which is recorded on our registration form; including:

- Home address and contact telephone numbers – if the parent does not have a telephone number then an alternative number must be given, perhaps a close relative or neighbour.
- Place of work. Work address and work telephone number (if applicable)
- Name, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Queensway. For example, a childminder, grandparents, adult family members or close friends.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- On occasions when the parents are aware that they will not be at home or in their usual place of work, they must inform a member of staff of how then can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must inform a member of staff of who will be collecting their child given full details of who they are all know contact numbers.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take backup procedures. We also inform parents that – in the event that their child is not collected from Queensway After School Club by an authorised adult and the staff can no longer supervise the child on our premises – we apply our child protection procedures.

If a child is not collected at the end of the day, the following procedures will be taken:



- Staff will check for any notification of any changes to normal collection routines as notified by parent/carer. If no information is available, parents are contacted at home or work. If this is unsuccessful, then those adults who are authorised by the parent to collect the child from Queensway will be contacted. All reasonable attempts will be made to contact the parents or other nominated adults. We will not allow the child to leave the premises with anyone other than those named on the registration form.
- If no one collects the child after one hour and there has been no contact by the parent or any designated adult, then we will apply the procedure for 'Uncollected Children' (Policy can be found on the school website)
 - We will contact the Local Authority Family Assessment Team.
 - The child will stay at Queensway After School Club in the care of two fully-vetted workers until the child is safely collected by either the Parents or a Social Worker.
 - Social Workers will aim to find the parent or relative if they are unable to do so, the child will be admitted into care of the local authority.
 - Under no circumstances will staff go looking for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded on the child's file.
- Depending on the circumstances, we reserve the right to charge parents for additional hours worked by staff, along with the late fee charge.

HEALTH AND FIRST AID

Please do not send your child to Queensway After School Club when he/she is suffering from an infectious disease. If your child has had a sickness bug, please make sure your child is free from sickness for 48 hours prior to returning to Queensway.

Minor accidents are recorded in the Accident Book, and a copy of the accident report is given to parents. If any hospital treatment is required, then parents are always contacted after the emergency services have been called. A First Aider is in attendance at all times.

MEDICAL NEEDS

Medication can be administered by a member of staff but only when an 'Administration of Medication' form is filled out. Copies can be obtained from Queensway School Office.

BEHAVIOUR POLICY



We encourage the children, at all times, to learn good social behaviour from when the child starts at Queensway School. We make sure that the child knows the rules of Queensway Behaviour Policy by explaining to them carefully and letting the child think about what has been said to them. We always find time to reward and praise a child's good behaviour. We encourage them to have good social behaviour at all times. If there is any anti-social behaviour, for whatever reason, we would step into the situation immediately and find out the reason for the disruption.

SETTLING IN PROCEDURE

Queensway After School Club aims to provide a safe, warm and stimulating environment for all children to play learn and develop freely. We understand that all children need emotional reassurance in order to feel welcome and safe. We therefore can arrange a visit prior to your child starting. You are more than welcome to come and visit us so we can show you around and give your child a chance to meet the staff and other children.

PARENTS RESPONSIBILITES

- Parents are responsible for ensuring that children attending Queensway After School Club understand that inappropriate behaviour or language is not acceptable. If there should be a problem, it will be discussed in detail with the Parents or Carers. Should the problem persist it may result in Parents/Carers being asked to remove the child from Queensway After School Club.
- If a child is absent due to sickness or taking holiday, then Parents/Carers must inform Queensway Staff at all times. Parents/Carers will still be charged the full rate when a child is off sick and or taking holiday.
- Parents/Carers must always make it known to a member of staff of who will be collecting their child(ren). Parents/Carers are responsible for collecting children at the agreed time. This is important as Queensway After School Club are staffed on a strict ratio. Please notify staff immediately of any changes to times required.
- Parents/Carers will be liable for the payment of late pickup charges applied for all late pickups after 6pm. The charge will be £6.00 per every 15 minutes or part thereof.
- Please note, Queensway After School Club has a 'NO MOBILES' policy and we ask that all Parent/Carers refrain from using their mobile phones on the school premises, thus ensuring we have your full attention whilst collecting and dropping off your child/ren.



- Parents/Carers must make sure that Queensway After School Club is given up to date contact telephone numbers/email addresses for each person who will be picking up children; to include mobile, home, workplace and any emergency contact numbers.
- Parents or Carers are responsible for paying their invoices on time and making sure that payment is made in advance and payment is made within 7 days.
- All Parent/Carers will be asked to sign a contract with Queensway agreeing to the care arrangements being provided.
- If Parents/Carers are concerned to find some aspects of the childcare their child is receiving unsatisfactory then they can contact the senior staff on duty who will deal with the matter immediately. If it is not resolved satisfactorily then the matter can be referred to the Head Teacher and if necessary will be referred to the school's Complaints Procedure (available from the school office or website). All complaints will try to be resolved informally in the first instance.

INFORMATION REQUIRED

There are three forms which must be filled in before the childcare commences. They are 'Application for Admission & Registration' giving details of actual hours required for childcare, 'Contact Information' giving contact and medical information and the signed contract.

STAFF

At Queensway After School Club all our staff are screened for working with children by having an enhanced Disclosure and Barring Service (DBS).

To find out further information contact the After School Club Leader by email on childcare@queensway.oxon.sch.uk or by calling the school office on 01295 251631.



Childs Name: Date of Birth:

'I have read and agree to the policy and guidelines set out in this booklet and wish to apply for a childcare place at Queensway After School Club.'

Signed by Parent/Carer:

Print Name:

Signed by Headteacher:

Date of Contract: Start Date of Care:

If Parents or Carers are concerned or find some aspects of the day-care unsatisfactory, please contact a senior member of staff on duty who will deal with the matter. If it is not resolved in this way please refer the matter to the Head Teacher, details can be obtained from the School Office.

The Ofsted telephone number is 0300 123 1231.

I understand that any Carer who suspects that a child in his/her care may have been abused or neglected, has a duty to report this to the Social Services Department.

Oxfordshire Social Services telephone number is 0800 833408 (Freephone).

Signed

.....Parent/Carer

Date.....

PLEASE NOTE: Before admission of your child into Queensway After School Club, an Admission & Registration form must be signed and passed to Queensway to be kept on file, as well as a Contact Information Form.

One copy of this contract will be kept by Queensway After School Club and a copy will be returned to you for your information.