



**Hubbub Out of School Club
Parents Handbook**

About the Club

Hubbub Out of School Club is registered with Ofsted (Reference Number: 2634522) and operates from the grounds of Temple Grove Academy and Skinners' Kent Primary School in Tunbridge Wells. Our clubs are open Monday to Friday from 7.00 – 8.45am (SKPS) and 15.00pm – 18.30pm (both sites) during term times and 07.30am until 18.30pm weekdays, during the school holidays at out TGA site.

You can download our last inspection report here:

<https://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/16/2634522>

As both our sites are based within the school grounds, we are lucky to have access to the outside areas such as the playground and field (weather permitting) which allows us to offer a whole range of activities and games as well as the use of our indoor equipment. During Holiday Club sessions we also regularly enjoy outings to a variety of the local parks and woodland in the area.

Aims

At Hubbub Out of School Club 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 dressing up, home corner, craft, board games, construction, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select from our equipment library.

What we provide:

Term times

Breakfast: A choice of cereal, toast/crumpets, pastries and fruit is on offer for breakfast each morning

After School: We provide a healthy after school snack, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. 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 also provide a healthy and nutritious cooked evening meal.

School Holidays: A choice of cereal, toast/crumpets, pastries and fruit is on offer for breakfast each morning

A healthy and varied mid-morning and mid-afternoon snack

We ask that parents/carers provide a healthy packed lunch so that we are not tied to eating at the club during good weather and for day trips. If we have any known allergies at the club all parents will be informed in advance and requested to not pack any items that may have an effect on the person with the allergy.

Hubbub also provides a balanced and healthy evening meal; all allergies are catered for and a vegetarian option will be available. We use fresh ingredients and follow statutory guidelines.

Staffing

Our settings are staffed by a manager, deputy manager and playworkers. In addition, we have volunteer staff who may help with collections or in the setting with activities.

Most of our staff have significant experience of working with children and all our staff undertake professional development training. All staff members are DBS checked. Staff also have designated roles:

Liz Hawkins: Manager, Special Education Needs Co-ordinator, Deputy Safeguarding Lead, Equalities and Inclusion Co-ordinator,

Dave Bartlett: Deputy Manager - TGA, Deputy Safeguarding Lead, First Aider

Jade Lindfield: Deputy Manager - SKPS, First Aider

Lesley Hawkins: Special Educational Needs Deputy, Safeguarding Lead, Health and Safety Officer, First Aider

Michelle West: Deputy Safeguarding Lead, Fire Safety Officer, First Aider

Chris Bartlett: First Aid Co-ordinator, First Aider

Laura Reynolds: First Aider

Sophie McArthur: First Aider

Hayley Mamone: Public Information Officer, First Aider

Byron Suarez Sanchez: Fire Safety Officer

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 manager (contact details are at the back of this Handbook).

Organisation

Hubbub Out of School Club is run as a private business, employing staff and occasional help from volunteers and parent helpers. We enjoy a close working relationship with local Schools 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.

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 Manager 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 attending. 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. This can be done via our online booking system.

<https://hubbuboutofschoolclub.kidsclubhq.co.uk>

Payment of fees

We do accept childcare vouchers. Please speak to the manager for a list of the companies we are currently registered with.

Term times:

A refundable deposit of £100per family is required. This is fully refundable at the time of your child/children leaving the club via final bill reduction or account credit if all fees are paid up to date at that time and a notice of 1month has been given. All fees are invoiced monthly in advance of bookings depending on the regularity, these must be paid in advance of your child attending the club. Bookings are made via our booking system; we accept regular (contracted) hours and ad hoc bookings dependant on availability. Contract bookings - You are required to pay for **ALL** booked sessions in a month, unless you have given a full months' notice for any absences or changes.

Any ADHOC sessions will need to be paid for in advance of the session including any additional sessions booked for the same day.

The current fees are as follows:

Breakfast Club: 7 – 8.45 £9, 7.45 – 8.45 £7, 7 – 8.45 (including drop off to other schools) £11

After School: We now offer a session rate to provide flexibility to our families. 15.00 – 16.30 (**not** including tea) £10. 15.00 – 18.30 (Inclusive of Tea) £22.

Early Collection (AM) or Drop home service (PM) is an additional £5per child. (Limited by space and distance)

School Holidays:

The current fees are £27 per child per morning session (07:30-13:00), £27 per child per afternoon session (13:00-18:30), £30 for a school session (09:00-15.00) and £45.00 for full day session. Fees are payable in advance by bank transfer or childcare vouchers.

25% of your booking price acts as a non-refundable deposit amount.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (a minimum of 48 hours' notice must be given for any cancellations to receive a 75% refund. Any changes requested after the 48 hours required notice will still incur a full charge). *For sibling bookings, we offer a 10% discount on the second child's booking. *

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

All bookings and Fees are due in full the week before your child is due to attend Hubhub. Although we try to accommodate last minute requests these **MUST** be made a minimum of 24 hours before the child is due to arrive at club. All ADHOC fees **MUST** be paid the night before the child attends. **We cannot always guarantee a placement.**

It is our discretion to close on a day we do not have any bookings, this may not always be advertised. Please see the above booking criteria for booking ADHOC sessions.

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

Changes to days and cancelling your place

You must give us one month's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. 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. 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.

We require 24 hour's notice for any session cancellations, we will offer a club credit for the same cost to be redeemed against another booking. Any cancellations made with less than 24 hour's notice will still incur the full session charge.

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. During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines (including mealtimes, collection, children's meetings), and introducing your child to the staff and other children. Another child will usually be allocated to act as your child's buddy for the first few sessions.

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

Arrivals and departures

A register is taken when children arrive in our care, and the children are signed out 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 and provide a password, name and if possible, a photo/ description of the person collecting. We will not release your child into the care of a person unknown to us without your authorisation.

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

The club finishes at 18.30pm term times and in the holidays, if you are delayed for any reason, please telephone the Club to let us know. A late payment fee of £10.00 per child per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to contribute towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 19.00pm 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 Social Care team.

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 multiethnic 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 the ethos 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 because of special needs. We will try to be flexible 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 always ensure the safety of the children, and the Club is fully insured. 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.

PLEDGE TO PARENTS

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 and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION:

Settings:

TGA

Hubbub Out of School Club LTD
Temple Grove Academy
Greggs Wood road entrance
Tunbridge Wells
Kent
TN2 3JJ

Club mobile number: 07942 937006 (Please leave a voice message if there is no reply.)

Ofsted Setting Reference Number: 2634523

SKPS

Hubbub Out of School Club LTD
Skinners' Kent Primary School
The Avenue
Tunbridge Wells
Kent
TN2 3GS

Club mobile number: 07894997677

Ofsted Setting Reference Number: 2712902

Correspondence Address:

Hubbub Out of School Club
Temple Grove Academy
Friars Way
Tunbridge Wells
Kent
TN2 3UA

Tel (Manager): 07942 937006

Tel (Manager): 07894 997677

Club Staff

Manager: Liz Hawkins
Deputies: Dave Bartlett – TGA
Jade Lindfield - SKPS
Playworkers: Laura Reynolds
Lesley Hawkins
Michelle West
Chris Bartlett
Sophie Mcarthur
Hayley Mamone
Byron Suarez Sanchez
Volunteers: Chanice West
Emma Fuller

Early Years and Childcare Service

Contact centre
Invicta House
Maidstone
ME14 1XX

Tel: 03000 412323

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231