

## Ferryhill Breakfast Club Bookings Policy

### **Purpose of Policy**

To inform parents and carers and members of the staff team how bookings for childcare places should be made.

### **Who is Responsible?**

It is the responsibility of the Club's Lead Practitioner to ensure that all parents and carers are aware of the booking policy and that bookings are made accordingly.

All members of staff have a responsibility to check with parents that their current bookings are up to date.

### **How will the policy be implemented?**

#### To Make a Regular Booking

If parents are aware that they will be using Ferryhill Community Centre Breakfast Club on a regular basis for the same days every week they should fill in the booking form in the registration pack and return it to the setting with the registration documents. It should be noted that we will not accept a booking for any child who does not have an up to date registration form filed with us.

#### Irregular Bookings

To book a child into Ferryhill Community Centre Breakfast Club for a one off session we require at least 48 hours notice. Please note that we cannot guarantee an irregular place as availability is dependent upon the total number of children attending and staff on duty. Permanent staffing is based on regular bookings and Care Inspectorate staffing ratios. We will try and accommodate wherever possible. We will accept 24 hours notice and same day notice under emergency circumstances. Please note that irregular bookings that are cancelled with less than 48 hours notice will be charged.

Parents and members of staff should be aware that bookings can only be accepted if the child has a current registration form.

## Behaviour Management Policy

### **Purpose of Policy**

Ferryhill Community Centre Breakfast Club aims to ensure a high quality of childcare at all times and to maintain an environment where children are safe, happy and where they have fun. As such it is vital that children are supported and given appropriate praise and reward for positive behaviour and that clear boundaries are defined to set out what behaviours would be seen as unacceptable.

## **Who is Responsible?**

- All members of staff have a responsibility to work with the team, the children and their parents to develop, implement and evaluate the Code of Conduct for children and members of staff within the setting.
- All members of staff have a responsibility to ensure that the Behaviour Management Policy is implemented.
- Parents have a responsibility to support the staff team at Ferryhill Community Centre Breakfast Club in their implementation of the Behaviour Management Policy.
- The children have a right and a responsibility to provide input for the development and evaluation of the code and play within its guidelines during setting time.

## **How will the policy be implemented?**

Children and their parents/carers will be given a copy of the code of conduct which will be discussed and agreed to. The Code of Conduct relates to the following:

- Appropriate behaviour towards others in the setting, promoting respect for others thoughts, beliefs and property.
- Appropriate behaviour from children towards the staff team.
- Appropriate behaviour from the staff team towards the children.
- An understanding that bullying will not be tolerated.
- An understanding that setting equipment and materials should be used appropriately and with consideration for others who may want to use it.
- An understanding of the praise and reward scheme.
- The development of an agreed set of appropriate actions should any of the above be ignored.

The Code Of Conduct is reviewed annually and input is requested from children and their parents as well as the staff team as to its effectiveness and any improvements or amendments which should be made.

By doing this the children, their parents and the staff are aware that certain behaviours are not acceptable in the setting and that there are agreed sanctions in place if the children or a member of staff breaks the terms of the code. In addition, the staff team should also explain the praise and reward scheme that the setting operates and ensure that this is understood by all of the children and their parents/carers.

The staff team should ensure that they use the Code Of Conduct and any agreed sanctions are used appropriately and consistently with all of the children in the setting.

## **Use of Restraint**

Ferryhill Community Centre Breakfast Club has a policy that restraint is not used on any child unless it is the only means of securing the welfare of the child or the other children in the setting. Use of restraint will only be used in exceptional circumstances and will be recorded separately from the incident files. Any instance where a child has been restrained will be documented on the restraint stating:

- Date
- Time
- Circumstances

- Method of restraint used
- Outcome of the restraint

The record will be signed by the member of staff involved in the restraint and will be countersigned by the child's parent or carer. These records are kept confidential from parents and children.

## Code of Conduct

Ferryhill Community Centre Breakfast Club aims to provide a quality, safe and fun environment in which children are able to express themselves and feel confident in doing so, as such we have devised some regulations that are intended to enhance the quality of the service. These regulations apply to children, parents and staff members alike.

1. Children, parents and members of staff are expected to be polite to each other and to others in the setting.
2. Children, parents and members of staff should refrain from fighting and using foul language.
3. Bullying of any form, will not be tolerated.
4. Children, parents and members of staff are expected to take reasonable care with setting equipment; any deliberate destruction of setting property must be paid for by the person themselves.
5. Children must inform a member of staff when leaving the room and for safety reasons are not permitted to roam the setting on their own.
6. Children are required to wear trainers or gym shoes for gym activities.
7. Ferryhill Community Centre operates a zero-tolerance policy with regards to violent and aggressive behaviour towards staff and other users of Ferryhill Community Centre Breakfast Club.

## Escort Permission

I give permission for my child to be escorted by Ferryhill Community Centre Breakfast Club Staff to their designated buses parked on Caledonian Street, where Ferryhill Primary School staff will take responsibility for children and supervise their onward travel to Walker Road School.

## Ferryhill Community Centre Breakfast Club Payments Policy

### **Purpose of Policy**

The purpose of this policy is to inform parents and carers of the procedures in place for paying their childcare fees.

### **Who is Responsible?**

It is the responsibility of the Manager to ensure that all childcare fees are paid in full by the date required in order to ensure that there is capacity for paying staff wages and other expenditures.

## **How will the policy be implemented?**

- Ferryhill Community Centre Breakfast Club requires that all childcare fees are paid monthly in advance. Note that all fees, irrespective of payment method, are due on the first of each month. Payment must be made on this day.
- Fees can be paid by bank transfer.
- Parents using the setting on an irregular basis must ensure that their childcare place is paid for on the day.

## **Non Payment Of Childcare Fees**

- Late fees apply of £15.00 on a monthly basis for non-payment of fees.
- All parents should note that repeated non-payment or late payment of childcare fees may result in the loss of the childcare place for the child.
- Parents who are struggling to pay their childcare fees for any reason should inform the Manager who will discuss payment options.

## **Ferryhill Community Centre Breakfast Club of School Care Terms and Conditions of Registration – Parents Contract**

All parents and carers are asked to read and sign that they agree to the following:

1. I have completed the registration documents and permission statements and agree to update these as necessary.
2. I agree to pay my childcare fees in advance and have read and understood the payment policy and procedures shown in the information book. I understand that a fee may be charged for late payment of childcare fees.
3. I understand that non-payment of fees will result in the removal of my childcare place and that a debt recovery process will be put in place.
4. I understand that I will be charged the full cost of my childcare place if I cancel the place in accordance with the booking policy and procedure.
5. I understand the Ferryhill Community Centre Breakfast Club will do everything within its resources to meet the needs of my child and have read and understood the equal opportunities policy for Ferryhill Community Centre Breakfast Club.
6. I agree to read over the code of conduct with my child when issued and work in partnership with the staff team at Ferryhill Community Centre Breakfast Club to ensure that these are upheld.
7. I am aware that my child may be involved in messy play activities and that Ferryhill Community Centre Breakfast Club cannot be held responsible for damage or soiling to clothes. I agree to provide a change of clothes if I have concerns in this area.
8. I agree to provide suitable outdoor clothing for my child when attending Ferryhill Community Centre Breakfast Club.

9. I agree to participate in any evaluations that Ferryhill Community Centre Breakfast Club may send out from time to time.
  10. I have read and understood the loss or damage to property policy and agree that the Ferryhill Community Centre Breakfast Club cannot be held responsible for lost or damaged items belonging to my child.
  11. I have read and understood the infectious illness guidance and agree to follow the exclusion guidelines requested by Ferryhill Community Centre Breakfast Club. Children with diarrhoea or vomiting should stay away from the setting until they have not been sick or had diarrhoea for at least 2 days (48 hours).
  12. I have read and understood the guidance on closure due to inclement weather, and other unforeseen events.
  13. I understand that Ferryhill Community Centre Breakfast Club operates a zero tolerance policy with regards to violent and aggressive behaviour towards staff and other users of Ferryhill Community Centre Breakfast Club.
  14. I agree to give 4 weeks notice in writing of my intention to cancel my childcare place permanently.
- 

#### **Declaration**

All parents and carers should read the above and sign the declaration below:

I agree to comply with the terms and conditions set out above and understand that breach of these terms and conditions may result in my childcare place being removed.

I understand that breach of some terms and conditions may result in additional charges being added to my account.

## **Ferryhill Community Centre Breakfast Club Cancellations Policy**

### **Purpose of Policy**

To inform parents and carers and members of the staff team how cancellations for childcare places should be made.

### **Who is Responsible?**

It is the responsibility of the Club Lead Practitioner to ensure that all parents and carers are aware of the cancellation policy.

All members of staff have a responsibility to check with parents that their current bookings are up to date.

## **How will the policy be implemented?**

### To Make a Cancellation for Regular booked spaces

Where it is necessary for parents/carers to cancel a child's attendance at the setting notice should be given as soon as possible.

Where parents remove their child short term throughout the year eg for holidays in term time, parents/carers should notify the setting.

For cancelling a child's space indefinitely, there is 4 weeks notice required and the four weeks must not include any school holidays as part of the notice period.

**Please note that full fees still apply on cancellation.**