



**Dore Village Kids
Club Handbook**

ABOUT THE CLUB

Dore Village Kids is registered with Ofsted (Registration No 2885813) and is based in Dore, Sheffield. The club is open from 3.15pm until 5.30pm weekdays, during term time.

We are based at Dore Methodist Church on Mondays, Thursdays and Fridays and Dore Old School on Tuesdays and Wednesdays. We have access to Dore Primary School KS1 yard for outdoor play and visit other outdoor spaces in the local area.

Aims

At Dore Village Kids we aim to provide a safe and 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 craft, board games, construction, ICT, physical play and reading. Children can select to take part in adult-led activities, play independently or with friends.

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 ask that food be consumed whilst sitting at the snack table.

Staffing

Our Club is staffed by a manager, Louise Perrins, and additional playworkers. Our aim is to provide a smooth transition between school and club.

All staff members undertake professional development training and have appropriate DBS checks. We work to a staff/child ratio of 1:8.

Louise Perrins also holds the following roles within the club: Special Education Needs Co-ordinator, Health and Safety Officer, EYFS Key Person and Designated Child 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 Louise Perrins.

Organisation

Dore Village Kids is run as a private business, currently employing four staff. We enjoy a close working relationship with Dore 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 key policies are available on our website and copies of all policies can be provided on request.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to all children attending Dore Primary School. Admission to the club is organised by Louise Perrins and we use a waiting list system when the need arises. Further details of the admissions procedure can be found in the **Admission and Fees Policy**.

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.

Payment of fees

The current fees are £15 per session. Fees are payable every half term by bank transfer, Tax-Free Childcare or childcare vouchers.

We accept vouchers from childcare voucher schemes on request.

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 (regardless of the amount of notice given).

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

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 Louise Perrins.

Changes to days and cancelling your place

You must give us four weeks' notice of termination or of changes in attendance. If you need to change the days that your child attends, please contact Louise Perrins. We try to accommodate such changes wherever possible. Non-attendance during the four weeks' notice period will be charged for.

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 Manager know by Thursday at the latest. In cases of illness or emergency when notice cannot be given, please contact us as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and 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 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.

Arrivals and departures

Our staff collect children from Dore Primary School and escort them to the Club. A register is taken when children arrive in our care.

At the end of the session, we expect that your child will normally be picked up 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 them with a password that we have stored on our records. 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 5.30pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £10 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 6pm, 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 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 Educational Needs

We make every effort to accommodate and welcome any child with special educational 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 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 educational needs.

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

GENERAL INFORMATION

Behaviour (children)

Children and staff work together to create rules for acceptable behaviour whilst at the Club.

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 in a number of ways. These include praising good behaviour; promoting co-operative play and sharing; keeping children busy with activities that interest them and talking to children with courtesy and respect.

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 educational 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 Louise Perrins 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. 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 them. For full details see our **Illness and Accidents Policy**.

Medication

Please let Louise Perrins 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 to Louise Perrins, 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 Dore Village Kids 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 that you give us to contact you via phone or email. This will enable us to send you information about your child, share Club updates and send communication regarding payment of 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 (eg 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

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 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 (outside of the local area) and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Dore Village Kids
Dore Methodist Church
High Street,
Dore,
Sheffield,
S17 3GU

Dore Village Kids
Dore Old School,
Savage Lane,
Dore,
Sheffield
S17 3GW

Club mobile number: 07377459543 (Please leave a voice message if there is no reply.)

Ofsted Registration No: 2885813

Club Staff

Manager: Louise Perrins

Child Protection

Sheffield Safeguarding Hub: www.safeguardingsheffieldchildren.org

Tel: 0114 2734855

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231