



## A Parent/Carer's Guide



# ABOUT LOOKOUT CLUB

The Lookout Club is based in Meldreth Primary School Owls room. The club is open from 7:40am until school starts and again from 3:00pm until 6:00pm weekdays, during term time. We also offer holiday care from 8am to 5pm on school inset days if there is enough interest from parents.

We benefit from use of the school hall, playground and large play field and make frequent trips to the local park.

## Aims

At The Lookout Club 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 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.

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 allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

## Staffing

Our Club is staffed by a manager Dawn Harvey, Sue Heaton or Teresa Short and three playworkers. In addition we often have volunteer staff and students. We aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8. Staff also have designated roles:

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).

# 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 Playleaders 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.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

## Payment of fees

The current fees are:

### Breakfast club

£5.00 per child per session (£3.50 for a second child)

### Afterschool club

- £5.00 from 3-4.30pm (£3.50 for a second child)
- £7.50 from 3-5.15pm (£5.50 for a second child)
- £10.00 from 3-6.00pm (£7.50 for a second child)

Fees are payable in advance by cash or cheque, bank transfer or childcare vouchers. We accept vouchers from the following schemes Busy Bees; Computershare; Edenred; Kiddivoucher; Sodexo and Care-4. Cheques should be made payable to "Meldreth Primary School".

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 the Headteacher.

### 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 Playleaders. 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. 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 Playleaders know by THURSDAY at the latest. 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.

## 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 meal times, 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.







## Arrivals and departures

### Breakfast club

Morning drop off is available from 7.40am each morning. During the morning session children are well cared for and provided with a breakfast and a drink. The children have the opportunity to play games and enjoy social activities before being escorted to classrooms at 8.40am.

### Afterschool club

Our staff collect children from Robin, Jay and Kingfisher classes and escort them to the Club. A register is taken when children arrive in our care, and you must sign out your child each day 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. We will not release your child into the care of a person unknown to us without your authorisation.

The club finishes at 6pm. If you are delayed for any reason please telephone the Club mobile to let us know. A late payment fee of £15 (per 30 minutes or part of) will be charged if you collect your child after the Club has closed. This will make a contribution towards any extra staff wages and site staff costs incurred.

## 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 school Safeguarding Policy on our website.

If your child remains uncollected after 6:15pm [15 minutes after your club closes] 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 in order to safeguard your child.







## 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.

## Additional needs

We make every effort to accommodate and welcome any child with additional 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, 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 specific needs.

# GENERAL INFORMATION

## Behaviour

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 available on the school website.

The Club promotes an atmosphere 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 as a result of special 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.

## 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 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 your child.

## Medication

Please let the Playleaders 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.

## 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.



# OUR 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**

## **Meldreth Lookout Club**

Meldreth Primary School,  
High Street,  
Meldreth,  
Royston,  
Herts.  
SG8 6LA

Club mobile number: **07591 648423**

(Please leave a message if there is no reply.)

## **Ofsted**

Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD  
Tel: 0300 123 1231

# OUR STAFF

## Our Playleaders



Dawn  
Harvey



Sue  
Heaton



Teresa  
Short

## Our Playworkers



Lorna  
Lee



Lysa  
Kemp