

THIS PUBLICATION

This is designed to be a practical reference document that states what we do, how we do it, containing the essential information, please keep it safe as you may find it useful to refer to it from time to time.

About LangtonOut!

LangtonOut! has been up and running from Tuesday 8th September 2015, offering before and after school care for children in the Langton Green Primary School. We are regulated by Ofsted and our Ofsted registration number is EY563660.

We are registered to receive some of the many employment childcare vouchers you have said you'd like to use. Also some of you are able to declare us as a registered childcare provider to enable you to claim specific working tax credits.

Probably most importantly though it means we're regulated and inspected to perform against standards which ensure the children in our care continue to learn and develop well, whilst remaining happy and healthy.

Aims

The provision of high quality after school care for children in the Langton Green Primary School.

The primary aim is to offer an uncompromising service designed around what the parents and children want, with a real focus on health and outdoor activity.

What we offer

Our Breakfast club operates from Monday till Friday from 7.30 to 8.30am and After School Club from Monday till Thursday from 3.00 to 6.15pm.

We will take responsibility before and from the end of the school day (or at the end of their after school clubs) for the children by providing an activity schedule for them until their parents can collect them at the end of their 'working day'.

We will do this through healthy activities and play within our unique setting - the fields and open spaces, harking back to the traditions of outdoor fun 'their parents enjoyed!'

Outdoor play and social interaction, across age groups will further develop our children's relationships with each other, their parents and the wider community.

We follow 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, physical play, cookery/food preparation and reading.

Children will be encouraged to initiate and lead their own play and be guided by our staff to ensure levels of participation and inclusion.

What we provide

We provide healthy breakfast and snacks, including fresh fruit and vegetables - this is how we start each session. Children attending school clubs have snack when they arrive at 4.15pm.

We serve

For breakfast: toast, pancakes, waffles, crumpets, scones with either jam, honey or marmite, cereals with milk, juice, yogurts.

For snack: baguette, wraps, wholemeal bread with butter, cheese, ham, fresh vegetables and fruits, yogurt, squash.

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 table.

We are Food Hygiene trained and compliant, registered and inspected by the Food and Commercial Team at Tunbridge Wells Borough Council.

Staffing

Our Club is staffed by a manager Natasha Znamenskaya and four playworkers.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. Every session we have a First Aid qualified member of staff. We maintain a voluntary staff/child ratio of around 1:15 which is well within the latest statutory requirements but is a service standard we set ourselves.

Staff also have designated roles:

Natasha Znamenskaya Child Protection Officer,
Health and Safety Officer,
E-Safety Coordinator,
Special Education Needs Co-ordinator
Fire Safety Officer,
Behaviour Management Co-ordinator,
Equal Opportunities Coordinator

Natascha Dunckley Designated First Aider

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

LangtonOut! is run as a private business - LangtonOut Limited is a private limited company, operating in childcare.

We enjoy a close working relationship with Langton Green Primary School in order to ensure seamless continuity of care, and to maintain the highest standards of care and child safeguarding.

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

Places are offered on a first-come first-served basis to ensure transparency and fairness. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

See our **Admission and Fees Policy** for more details.

We require a completed registration form for your child before they can attend the club. Parents must also complete all the necessary paperwork, i.e. medical and photo permission forms, a Parent Contract and Starting Points before their children can attend the club. This information will be treated as confidential and will be stored appropriately.

One of our stated intents is to be as flexible as possible, so we will accept ad hoc bookings at **24 hours notice** as long as there are places available. It will help us to accommodate such requests if all the necessary paperwork is completed in advance.

Payment of fees

Fees are charged at £8.50 (for permanent place)/ £9.00 (for temporary booking) for Breakfast club regardless what time your child comes and for After school club at £7.30 (for permanent place)/ £7.80 (for temporary booking) per hour and £2.20 per snack.

We charge for the time you booked even if you pick your child up earlier. If you are late we charge you for the actual time your child attends.

The Club recognises that childcare can be costly, so we encourage eligible parents or guardians to claim the childcare element of the Working Tax Credit. We also register to accept many types of childcare vouchers, such as Busy Bees, The Co-operative, Care4 and Computershare please let us if there are others you'd like us to use.

- Fees are payable in advance using iPAL platform
- Fees can be paid by electronic transfer
- Our bank details are LANGTONOUT LIMITED Sort code 40-44-37 Account number 12249030

- Fees are charged for booked sessions whether the child attends or not

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

Temporary changes

If a child is absent from school, it remains the responsibility of the Parents to inform LangtonOut! of their child's absence by leaving us a note on iPAL system.

When the child attends school and opts not to attend our club that day - it remains the responsibility of the Parent or Guardian to inform LangtonOut!

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 as soon as possible.

Cancellation and refunds

As many of us are parents ourselves we understand that childcare is costly. We are trying to be flexible and charge fairly. If your child is **unwell** and doesn't attend the school we won't charge you. Also you can cancel the sibling(s) attendance and incur no charge.

It is necessary to give us notice even on the day by leaving a note in iPAL system or text on the LangtonOut! number 07470 180651 - if we do not receive notice, we will charge you for the session fee and snack.

The Parents can cancel their sessions on iPAL system 7 days (one week) in advance.

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 the staff and other children.

Another child may be allocated to act as your child's buddy for the first few sessions. See our **Child Induction Policy** for more details.

Arrivals

One of the key benefits of LangtonOut! is that it does not require any of the children to leave the school premises. What is key is how we manage the transfer of responsibility for the children from the school to our club:

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.

- There are three key 'ways-in' to LangtonOut! all of which take place on the school premises
 1. Reception children will be collected from their classroom and registered by a member of LangtonOut! staff
 2. Class 1-6 children are met at the end of the school day in the Hall or at the school playground
 3. Any children attending specific after school clubs will be met at the School Office by a member of LangtonOut! staff
- All children will be registered, including the time of their arrival at the LangtonOut! collection point.
- Then children will be invited to wash their hands, visit the toilet, take a snack and a drink, change their clothes into something more suitable for outdoor play and leave their belongings in a dedicated area.

Departures

- Staff will ensure children sign out before they leave, including the time of collection
- Children can only be collected by an adult who has been authorised to collect them on their registration form
- If required parents or guardians may ask another adult to collect their child, this can be facilitated by completing an Authorised Other Person Collection Form using a password as we ask them to do so
- The child's parents or carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child
- Please note no child will be allowed to leave the Club unaccompanied without express written approval by a parent or carer

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

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know on **07470 180651**

Child protection

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with KCC 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 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 each 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)

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We have a clear **Behaviour Management Policy**, a copy of which is available to view at the club.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative 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 straightaway. 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.

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. 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.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club. Neither staff nor children may use their mobile phones to take photographs at the Club.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to 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/guardians 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.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

LangtonOut! Breakfast and After School Club
Langton Green Primary School

Lampington Row
Tunbridge Wells
Kent TN3 0JG
Club mobile number: 07470 180651

Ofsted Registration No: EY563660

Registered Office & Correspondence Address:

LangtonOit Limited
Langmead
Vicarage Road
Tunbridge Wells
Kent
TN4 0SN

Emergency Contact Number: 07526 297342

Club Staff

Manager: Natasha Znamenskaya

Deputy: Hala Yassin

Playworkers: Natascha Dunckley

Olivia Gould

Charlie Humphrey

Ofsted Nominated Person: Natalia Znamenskaya, 07526297342