

Twinkles Out of School Club  
Twinkles Out of School Club



PLAY CENTRE FOR 4 TO 14 YEAR OLDS

# PARENTS HANDBOOK

# Twinkles Out of School Club

## Welcome to Twinkles Out of School Club

Twinkles Out of School Club is a new After school/Holiday scheme club, registered with Ofsted for a maximum of 32 children aged 4-14yrs.

### Premises

Our premises are situated at Kent Adult Education Service  
College Road, Sittingbourne

ME10 1LF.

Telephone 07904224501/07905 268253

E.mail- [info@twinklesosc.co.uk](mailto:info@twinklesosc.co.uk)

Website. [www.twinklesosc.co.uk](http://www.twinklesosc.co.uk)

We provide affordable out of school care which opens from 3.00pm until 5.45pm Monday to Fridays during term times. Also in addition, holiday club scheme is available from 8.00am until 5.00pm during all of the school holidays except for christmas.

### Our aim is to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Share and discuss your child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our Club is committed to providing:

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.

**Twinkles Out of School Club, Ofsted Registered Kent Adult Education Service, College Road  
Sittingbourne ME10 1LF Kent Telephone 07905268253/07904224501**

# Twinkles Out of School Club

**Fees: our rates are £11 per session at £55 per week for full time places after school and £17 per session at £85 per week at full time places during holidays. (1 weeks deposit payable in advance). The total fee payable in the first week of your child/ren's attendance will be 2 weeks fee. Please note that deposits are NON-REFUNDABLE. If you give 1 weeks notice prior to leaving, the deposit will be used as the final 1 week fee. Parents with two children attending will be given a 10% discount for the second child's fees. Your child will have to attend a minimum of two days a week for allocated space.**

Weekly fee at £11 per session will be:

**£110 (includes 1 week deposit in advance for the 1<sup>st</sup> child).**

**£104.50 (includes 1 week in advance and 10% for 2<sup>nd</sup> discounted siblings)**

**£214.50 (includes 1 week in advance for both siblings)**

Monthly will be:

**£275 (4 weekly includes 1 weeks deposit in advance for the 1<sup>st</sup> child)**

**£253 (includes 1 week in advance and 10% for 2<sup>nd</sup> discounted siblings)**

**£528 (includes 1 week in advance for both siblings)**

5weekly will be:

**£330 (5 weekly includes 1 weeks deposit in advance for the 1<sup>st</sup> child)**

**£302.50 (includes 1 week in advance and 10% for 2<sup>nd</sup> discounted siblings)**

**£632.50 (includes 1 week in advance for both siblings)**

**NB: Weekly fees are due every prior Friday or on Monday in advance of receiving the childcare service. Cheques payable to: Twinkles Out of School Club. Persistent non fee payment will result in child (ren) not being collected from school and exclusion from club. Cheques returned unpaid attract £25 administrative charge.**

If your child attends on a permanent basis and you wish to withdraw him/her from the club, it is necessary that you give us at least two weeks written notice. We regret that two weeks fees will be payable if adequate notice is not given. Similarly, if a parent wishes to increase or reduce the number of days that the child attends the club (**PART-TIME ONLY**), two weeks written notice would be desirable. (If the days required are available at the time, payment will be adjusted accordingly before the child can take on the extra days). Fees will be payable for non-attendance during term time for allocated spaces (e.g. if a parent/carer chooses to go on holiday during term time).

# Twinkles Out of School Club

**HAVE YOU APPLIED FOR FAMILY TAX CREDIT – YOU MAY BE ELIGIBLE FOR UP TO 70% OF YOUR CHILDCARE FEES BEING PAID BY THE CREDIT!!!!!!!!!!!!!!!!!!!!!!**

Please ask the managers for details.

## COLLECTION/ CARE

**Children are collected by our staff from their schools through our escorted collection service for schools within walking distance to the club. This schools are Woodgrove, Minterne, St Peters Primary and The Oaks Infant School**

Each individual child is catered for according to his/her age and needs. A general programme of the activities on offer will be posted on the Parents Notice Board. We will design this to make the best use of areas especially researched for specific activities.

## ADMISSION PROCEDURES

A registration form must be completed in full and should be returned to a senior member of staff prior to a place being required. Please notify us of any change of address, telephone numbers and emergency contact numbers as soon as possible.

Once a registration form is received, we will inform the applicant if a place has or has not been offered to them. If demand should exceed the availability of places, your name will be put on a waiting list. As soon as a vacancy arises, you will be notified of a possible starting date.

**NB: Please note that full fees are due whether your child (ren) attends the club or not on their allocated days. Fees will not be charged for Bank Holidays.**

# Twinkles Out of School Club

## **THE STAFF**

All staff has appropriate qualifications which include:

- N.N.E.B. – National Nursery Examination Board
- N.V.Q. – National Vocational Qualification (Level 3 or 4)
- H.N.C. – Higher National Certificate (in Early Childhood Studies)
- BTEC in Childcare

Some staff may not have the qualifications listed above but will have had experience, which may be equivalent to it. Although, we will encourage these staffs to be part of the team and as well as offer further training possibilities. Our staff ratio per child complies with the OFSTED Regulations and the ‘Children’s Act 1989’

The centre’s overall responsibility lies with the Managers. The centre’s day to day running will be managed by the managers, assisted by play workers, volunteers and placement workers.

## **REFRESHMENTS**

We will provide a light afternoon tea consisting of sandwiches with choice of filling, fresh fruits, toast, crackers with cheese, fruit juice and water, milk, warm milk or soup during winter. During half term and holidays parents will please have to provide packed lunches for their children. We hope to finally provide these ourselves in future.

## **COMMUNICATION**

We recognise that the care of children is an extension to and must complement family life, which is why we would very much encourage parents to take a close interest in what their child is participating in within the club.

## **ACTIVITIES**

Activities will be centred on all areas of children’s personal development with the child being paramount in the planning process.

Each day the children will be offered a choice of activities. These activities include art and craft, cooking, games- both indoor and outdoor.

Children can choose whether or not to participate in organised activities or to initiate their own.

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When the children are playing outside, they will always be under constant supervision.

The children may play football or other ball activities.

The children are always made aware of the proper boundaries for play areas and are required to observe these rules.

As with all child centred activities, the equipment and materials that will be offered will allow the child to develop:

**Socially** through interaction with their peers and adults.

**Physically** through organised games, sports and other physical activities.

**Intellectual** – all activities will have an underlying educational content thus building on their cognitive skills.

**Creative** – Each day there will be free choice creative activities along with more structured activities forming part of the play plan.

**Emotional** – All children will experience different emotions and will need to be able to express themselves and release emotions – our activities will allow children to understand and acknowledge these most natural feelings.

The children can also choose to relax and watch television, video, play station or play board games and also use the facilities of the ICT room.

With all our activities, we will keep close regard to the children's safety and security at all times as well as Equal Opportunities.

# Twinkles Out of School Club

8.00am	Welcome Children + general chat+ do register as the children arrives ( settle in new children) pointing out toilet, fire exits and procedures	3.00-3.15pm	Welcome Children + general chat+ do register as the children arrives (settle in new children) pointing out toilet, fire exits and procedures
8.00-9.40am	Free Play e.g. computer, board games books, role-play, construction play, games console	3.15-3.35pm	When children from other school arrive: <ul style="list-style-type: none"> <li>• Welcome children+ Register</li> <li>• Put children food in the Fridge</li> </ul>
9.40-10.00am	General Tidy-up	3.45-4.15pm	Free Play
10.10-10.30am	Toilet and wash hands ready for snack time  Discussion and snack time	4.15-4.45pm	Snack Time
10.30-11.00am	Outside Play (weather permitting)	4.45-5.15pm	Structured Play or Outside Play (weather permitting)
11.00-11.50am	Structured Play as a whole group. This could be a quiz, competition, drama, board games, parachute games	5.15-5.45pm	Tidy up time, children are encouraged to help whilst one staff put toys & equipments in storage and other children and staff does an activity i.e. music & dance, Karaoke, board games, outside play e.t.c
11.50-12noon	Toilet and wash hands	5.45pm	Last Collection  Close
12-12.30pm	Lunchtime		
12.30-1.00pm	Outside Play (weather permitting)		
1.00pm	Arrivals and change of activities		
1.00-1.45pm	Quiet time		
1.45-3.30pm	Adult initiated activities		
3.30-3.45pm	General Tidy-up		
3.45-4.00pm	Toilet and wash hands		
4.00-4.30pm	Snack/Tea time		
4.30-4.45pm	Group play		
4.45pm	Tidy up time, children are encouraged to help whilst one staff put toys & equipments in storage and other children and staff does an activity		
5.00pm	Last Collections		

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## **HEALTH AND SAFETY**

In the event of a minor accident, First Aid will be administered by the staff, a written account will be entered into the 'Accident Book' – this must be signed by a parent and a copy will be given to the parent. If, however, an accident should occur which we feel requires a hospital treatment, we would first contact you. If we were unable to do so, a qualified member of staff would escort the child to the hospital where all efforts would be made to contact you again.

## **INSURANCE**

**Twinkles Out of School Club** carries a full public and professional liability insurance.

## **SECURITY ARRANGEMENTS**

The security of the children whilst within the club is the responsibility of the Club Coordinators. In the case of fire, the children will be evacuated to an area outside the building and the necessary services called upon.

## **LATE COLLECTION POLICY**

**The club opening hours are 3.00 pm - 6.00 pm, Monday to Thursdays and 3.00pm until 5.45 pm on Friday's term time and 8.00 am-5.45 pm during holidays. Half days during the holidays will be 8.00 am – 1.00 pm at £7.00 and 1.00 pm – 5.45 pm at £8.00 The full rate will be £15 for full time at £75 a week.**

Parents /carers must ensure that their child /children is (are) collected on time daily. Any parent/carer who feels they may be late should inform any member of staff when dropping off or by telephone and if necessary, make alternative arrangement for the child's/children's collection.

If a child remained uncollected by 6.00 pm, late collection fee of **£2.50** will be charged for every **5 minutes**. Any child who is not collected by **6.30 pm and no call has been received from parents / carers**, will be considered an 'abandoned' child and will be referred to the duty social workers team. Once involved, the uncollected child will be taken into their care and the parents/carers notified.

Twinkles Out of School Club will not be responsible for any decisions or actions taken by the duty social workers team after 6.30pm.

# Twinkles Out of School Club

## **COMPLAINTS**

If you are not happy about any aspect of our service, please inform a member Staff and Management and we will take reasonable steps to resolve your concern. However, if you are still not satisfied with the outcome, you can write to:

OFSTED  
South England Regional Office  
Freshford House, Redcliffe Way  
Bristol, BS3 6NL

OR

Call OFSTED Compliance, Investigation and Enforcement Team on **08456 404040**

## **OUR POLICIES**

1. Staffing
2. Staff development and training
3. Staff disciplinary procedures
4. Students and volunteers
5. Mission Statement
6. Settling In
7. Arrivals and departures
8. Care, Learning and Play
9. Involving and consulting children
10. Physical environment
11. Equipment
12. Health and safety
13. Risk assessment
14. Site security
15. Fire safety
16. Visits and outings
17. Health, illness and emergency
18. Hygiene
19. Infectious and communicable illnesses
20. Smoking, alcohol and drugs
21. Food and drink
22. Equal opportunities
23. Dealing with racial harassment
24. Special Needs
25. Behaviour management
26. Bullying
27. Suspensions and exclusions
28. Partnership with parents and carers
29. Uncollected children
30. Missing children
31. Complaints procedure
32. Child protection/Safeguarding children
33. Documentation and information
34. Admissions and fees

**COPIES OF ALL THESE POLICIES CAN BE FOUND IN THE POLICY FILE  
PLEASE ASK A MEMBER OF STAFF.**

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## **PLAY CENTRE AGREEMENT**

To make the club a centre of quality and excellence we will need the support of everybody who is involved in it.

We value the partnership we will all have and also respect and value all adults and children. Therefore, we would like you to read the following statements before registering your child/children at our club.

### **Children's Contract:**

- Be on time at the meeting point for collection.
- Follow rules/code of conduct and guidance.
- Be helpful to fellow peers as and when necessary.
- Strive to become a better person within your own right
- Respect staff as rudeness to staff would not be treated lightly
- And treat people as you would expect to be treated.

### **Parent/Carer's contract**

- Communicate with school and ourselves about any information appertaining to the club.
- Support our code of conduct.
- Support our policies and work with us to provide a harmonious and quality after school club.
- Ensure that fees are paid as requested and that you will collect your child/children on time.
- Inform us of any changes or problems that you may be experiencing.

### **We will:**

- Ensure that we provide a safe, secure and happy environment.
- Strive to ensure regular communication between the staff and yourself/selves on all aspects of your child/children's life at the out of school club.