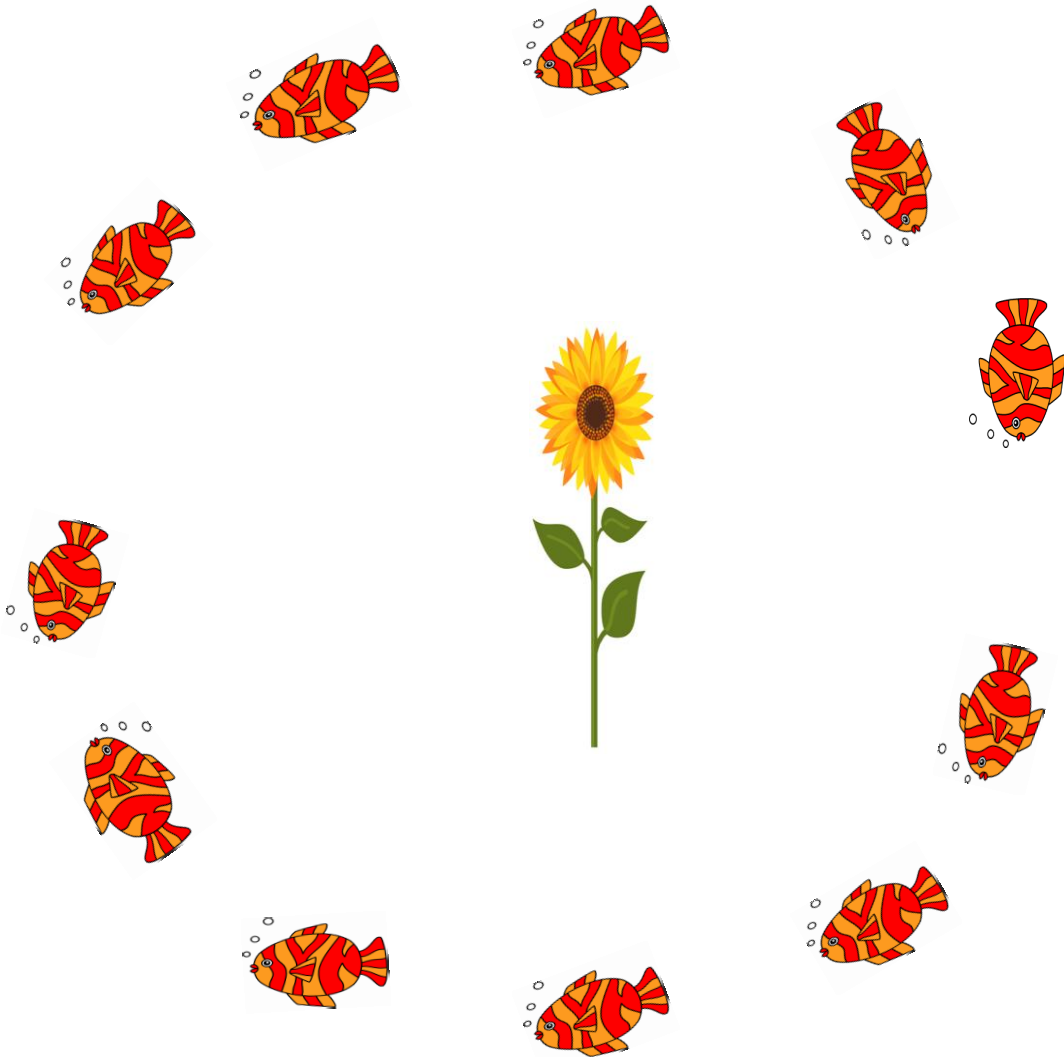


Malearn @ Thamesview Junior School
Parent's Handbook



Telephone: 0208 064 1145

Email: info@malearn.co.uk



Welcome to Malearn @ Thamesview Junior School

Our tuition session is for children in year 4 to year 6 to do lesson in Mathematics and English. It is a great way to boost the confidence of children and to prepare them for the Year 6 SATs test, in order to ensure that they are working at the level required for secondary education. The sessions feature small group dynamics, allowing for more focused attention on each student. Beyond content review, the extra tuition sessions emphasise exam strategies and time management skills. Students will be taught how to approach different question types, manage their time effectively during the exam, and employ critical thinking skills to solve problems. Practical tips and techniques are shared to alleviate exam-related stress and boost students' confidence in their abilities.

Our extended after-school club and holiday club are for children between the ages of 4 years and 11 years. We provide a wide range of stimulating indoor and outdoor opportunities suitable for children to enjoy and to help them extend their skills further.

Safeguarding children is paramount to our practice to ensure children are always safe. We will work closely with parents, schoolteacher, other professionals and the local authority to ensure we meet individual children's needs and interests. Our staff team is committed to providing quality education and care. All staff are experienced and qualified, and they have completed an enhanced DBS checked.

We recognise the value in our children and understand that they are the future generation, therefore, we will provide quality care and teaching to ensure they get the best start in their education.

We look forward to work in close partnerships with you to support your child's learning and development.

Yours truly,

Martina Mullings
Club Manager



Opening Hours

After School Club operates on Monday to Friday from 3.20pm to 5.45pm

Tuition Club operates on Monday to Friday from 3.20pm to 4.20 pm or 4.30pm to 5.30pm

Holiday Club operates Christmas, Easter and Summer from 10am to 2pm

Fee

After school club - £12 per session, per child

Tuition club - £12 per session, per child

Holiday club - £20 per session, per child

Admission

We welcome application from all families. Prior to a child attending the club, parents/carers must complete and sign a contract registration and booking form. These forms provide the club with personal details relating to the child. For example, name, date of birth, address, emergency contact details, dietary requirements, collection arrangements, fees and sessions, contact details for parents/carers, doctor's contact details, health visitor contact details, allergies, parental consent, vaccinations etc.

Introductory Procedures & Parent partnership

There will be introductory session for all children to settle in the club. We aim for children to feel safe, stimulated and happy at the club and to feel secure and comfortable with staff. We will work with parents/carers to help children that may find it hard to settle. We believe that children benefit the most when parents and staff work together in partnership to ensure quality care and learning for the children. The club team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we share regular information and maintain a two-way method of communication. We will share with parents/carers relevant information regarding our policies and procedures. For children booked for the tuition session, parents will receive progress updates on their child's learning.

Collection/ Arrivals and Departures Procedures

It is the policy of the club to give a warm welcome to each child on their arrival or when collected from school. Staff / parent must record their child's start time and end time daily. Any specific information provided by the parents/ teachers should be recorded and shared with relevant staff. If the parent requests the child to be given medicine during the day the staff member must ensure that the medicine consent procedure is followed. If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the manager. Please be on time for collecting your children, as they become distressed when it becomes late. The planned departure of the child should be anticipated by staff. No child should be handed over to anyone other than the known parent/carer unless an agreement in place. On departure, the child register must be immediately marked to show that the child has left the premises. As a matter of our right to protect your child, we will not permit them to go home with any person

who appears to be under the influence of drugs, including alcohol. As we do not have authority to refuse parents access, we will inform the school, Social Services and the police.

Late collection & non-collection

All parents must notify us if they are going to be late. In the instance of a child not being collected from the club after a reasonable amount of time *10minutes* has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the manager if a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per the child's records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours).
- If the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on the full incident record in the event of no contact being made after one hour has lapsed, the person in charge will ring the Barking and Dagenham Social Services Emergency Duty Team to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

Absence and Termination

Please inform us if your child is going to be absent for any reason. Parents need to give 2-weeks' notice to cancel a booked session or make a payment in leu. Parents need to give 2-weeks' notice to terminate their contract or make a payment in leu.

Nutrition and mealtimes

Snack and mealtimes should be a happy, social occasion for staff and children alike. Positive interactions should be shared at these times and enjoyed. We are committed to offering children with healthy, nutritious and balanced meals and snacks which meet individual's needs and requirements.

Behaviour Management

The club will adopt a policy which guides the boundaries around expectations of behaviour - what is acceptable and what is not. We have a No Smacking Policy and therefore will never use, suggest or threaten to smack as a way to discipline or help a child learn or make a change. We aim to provide an environment which is consistent and where staff, parents and teachers can discuss specific concerns and work together towards an agreed plan.



Confidentiality & Record Keeping

Confidentiality is always maintained. Information will only be used and shared for the purpose in which your permission was obtained. We have a duty of care to safeguard children within our care and will only disclose information to relevant authorities to protect children's welfare. The information we keep concerning your child are important. It will always be kept in a locked file or password protected device and will be accessed only by relevant staff. Any information we need to share will require your permission.

Food Safety & Allergies & allergic reaction

Staff have completed food hygiene & safety training and food allergies training. Staff will follow our food management policy and procedures to ensure children ongoing safety. Information passed on through parents from the registration form regarding allergic reactions and allergies must be shared with staff to keep children safe. The manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the club.

Health & Safety

Staff will complete a daily risk assessment of the indoor and outdoor environment that will be used by children. There will always be a first aider and a fully equipped first aid box. Any accident, illness, incidents and emergencies will be recorded and shared with relevant persons and organisations.

Security Measures

We recognise that security is a key issue for parents / carers. The premises can only be accessed by staff via secure doors. We will ensure children cannot leave the premises unsupervised and unauthorised individuals cannot access the premises.

Safeguarding children and child protection

Our Key Commitments

1. We are committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.
2. We are committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused'.
3. We are committed to promoting awareness of child abuse issues throughout its training and learning programmes for adults. We are also committed to empowering young children, through early childhood curriculum, promoting their right to be strong, resilient and listened to.
4. E-safety encompasses internet technologies and electronic communications such as mobile phones and wireless technology. It highlights the need to educate children about the benefits and the risks of using new technology and provides safeguards and awareness for users to enable them to control their online experiences. Malearn has a commitment to safeguarding children and this e-safety policy is always in



operation in line with our Safeguarding Children policy. It is important for children to learn to be e-safe from an early age and we at Malearn feel we play a vital part in starting this process. The internet is regarded as an essential resource to support teaching and learning, and it is fast becoming as commonplace as the TV or a telephone. Unmediated internet access brings with it the possibility of placing children in embarrassing, inappropriate and even dangerous situations.

5. We promote fundamental British values. We emphasise this daily and all staff are instructed to challenge extremist and radical views.
6. Allegations against Staff, parents must report to the manager any concerns/ allegations about the behaviour or actions of staff or volunteers. The manager will respond to any inappropriate behaviour displayed by staff or volunteer. We follow the guidance of the Local Authority Safeguarding Partners when responding to any complaint that a member of staff or volunteer within the Club. The manager will ensure that all staff or volunteers know how to raise concerns about a member of staff or volunteer within the Club. We respond to any disclosure by children that abuse by a member of staff or volunteer within the Club.
7. Staff will inform the Designated Safeguarding Lead (DSL) at the first opportunity of every safeguarding concern about a child's welfare. DSL will liaise with head teacher at the school to see if they have similar concerns. This will not delay a referral being made to MASH, LADO, Ofsted or Riddor. Safeguarding concerns involving children registered on the HAF programme will be shared with the HAF coordinator.

Child Protection - Signs of possible abuse & neglect

Signs of abuse can range from injury to changes in the way a child acts. You could see something or a child may tell you that he or she is being hurt.

Physical abuse

The signs that a child may be being physically abused include:

- unexplained or untreated injuries
- cigarette burns, bite or belt marks
- covering their arms or legs unnecessarily
- flinching when they are touched

Neglect

The signs that a child may be being neglected at home include:

- poor personal hygiene
- constantly hungry
- underweight
- dishevelled appearance

Emotional abuse

The signs that a child may be being emotionally abused include:

- self-harming
- showing extreme emotion
- sudden speech disorders
- delayed development in babies

Sexual abuse

The signs that a child may be being sexually abused include:

- stomach pains
- discomfort when walking
- inappropriate (sexually explicit) language or behaviour
- aggressive or withdrawn behaviour
- fear of a particular person
- pain, itching, bruising or bleeding in the genital area.

Important Numbers:

Our Designated Safeguarding Lead is person who co-ordinates and oversees child protection issues:

Manager - Martina Mullings 020 8064 1145 Email: martina.mullings@malearn.co.uk

Thames View Junior Primary School Designated safeguarding lead (DSL) is James Smith –
02045 119 240 jsmith@thamesviewjunior.com

Deputy DSLs are Sandeep Sanghera - ssanghera@thamesviewjunior.com,

Lianne Hawkins - lhawkins@thamesviewjunior.com, Alison Jones - ajones@thamesviewjunior.com

Local Contacts- London Borough of Barking and Dagenham Children's Social Care Duty Team

Local authority children's social care team - 020 8227 3811 childrensservices2@lbbd.gov.uk

Out of hours: 020 8594 8356 Duty Team: 020 8227 3578 Email: lscb@lbbd.gov.uk

Local Authority Designated Officer (LADO) - Mike Cullern - Mike.cullern@lbbd.gov.uk

Allegation against staff report to Local Authority's Designated Officer.

If you feel that a child is at immediate risk of harm please call the Police on 999 who will be able to provide an immediate response. Alternatively, you can contact your local police on 101 at any time.

Ofsted 0300 123 1231.



Complaints Procedures

Our club believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1 - If any parent should have cause for complaint or any queries regarding the care of their child they should in the first instance take it up with the supervisor.

Stage 2 - If the issue remains unresolved and there is not a satisfactory outcome, then the manager should be contacted. These concerns must be presented in writing to the manager. The manager will then investigate the complaint and report back to the parent within 14 days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.


Stage 3 - If the matter is still not resolved a formal meeting should be held between the manager, parent and the head teacher to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4 - If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with: Ofsted National Business Unit, Piccadilly gate, Store Street, Manchester, M1 2WD, Telephone: 0300 123 4666 or 0300 123 1231

After School Club Learning Opportunities

At Malearn, we will provide a wide range of interesting indoor and outdoor resources and activities for children to play and learn. There will be mixture of adult-led and child-initiated activities link to the weekly themes. Our range of activities will give our youngest children the skills, experiences and learning opportunities they need to allow them to be creative, think critically and enhance their social skills, whilst in the care of our experienced staff.

Special Activities - On top of the activities on offer each day in our Free Time and Discovery Zone, we will also arrange regular visits from community groups in the local area. The visits not only give the children something 'extra special' to look forward to, but they are also a great opportunity to put across a serious and important message in an age appropriate, fun and informative fashion. For example, we will **arrange visits from the Police and Fire Service. We can take part in National events such as Road Safety Awareness Week. We will encourage parents to suggest ideas for special events. For example, cultural day.**

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Themed activities include:

Creative Session- These activities encourage children to produce imaginative art, they provide them with a range of open-ended resources to create their very own masterpieces.

Let's Get Active- Through a range of fun and inventive games, children will develop their ability to co-operate, negotiate and work as a team whilst most importantly, enjoying themselves.

Messy Play- An opportunity for the children to make discoveries using their knowledge, senses and curiosity. The key is exploration, there is no right or wrong!

Outdoor Explorers- Our range of outdoor activities allows the children to engage their imagination and knowledge, without any of the space constraints of being inside.

Pretend & Play- A child's imagination is a powerful tool to aid their development. These activities will go wherever the children choose to take them.

Quiet Time- I understands that children love to have fun and explore, but our quieter activities allow them the opportunity to rebuild those energy levels whilst engaging in stimulating activities.

Story Book Adventures- These activities revolve around a range of books, opening up opportunities to enrich the children's imaginations and creative skills. Staff don't just read the stories, they will use props and interact with them to support their understanding, to bring the story to life and develop their love for books.

Examples of activities are:

- Junk Modelling - Get creative with everyday junk
- Animal Club -Make masks and learn about animals from around the world
- Arts & Crafts- Express yourself by using resources and craft materials
- Tents & Dens- Build a secret hide away with your friends
- Small World Zone - Explore different toys for around the world
- Recycle Zone - Make castles and houses out of recycling materials
- Cooking Club - Recipes to make from around the world
- Sports Activities- Get involved in sporty activities and team games
- Imaginative Play – Have fun using your imagination
- Free Play Quiet Corner - Board games, tabletop activity and much more



