

‘Quality private childcare provided
for breakfast sessions and after school sessions.’



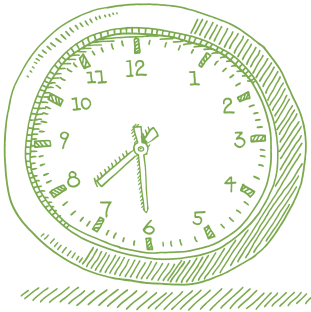
Holy Name
Catholic Voluntary Academy

Parents' Handbook

ABOUT THE CLUB

Dawn 'Til Dusk OOSC Ltd is registered with Ofsted (Registration No EY545209), and is based at Holy Name Catholic Voluntary Academy.

The Club is open from 7.30am – school start and school end – 6pm (Mon–Thurs) and school end – 5pm (Fri), during term time.



We are based in the main school hall at Holy Name and also use 3 adjoining rooms. We also use the outside area, weather permitting.

Aims

At Dawn 'Til Dusk OOSC Ltd, we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care, whilst we continually improve, evolve and develop.



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, ICT resources, construction, physical play, cookery, and reading. In addition, other resources are available for the children to select from our library. We also offer structured activities that children can opt into.

What we provide

The food we provide at the Breakfast session is aimed to give the children the best possible start to their day. There will be a range of healthy foods and drinks available to children who will be encouraged to serve themselves and clear away afterwards.

The food we provide at the after school session 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.

The breakfast meal is served between 7.30am and 8.30am and evening snack is served at 4pm. If children arrive after 8.30am at breakfast or leave before 4pm during the afternoon, then food will not be served to them in that session.

Staffing

Dawn 'Til Dusk OOSC Ltd has 2 directors, Dawn Hanley & Sonny Hanley, that have a regular visible presence at the Club.

Our Club is staffed by a manager, play leader and play workers. In addition, we often have volunteer staff working at the Club. We aim 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 and we maintain a safe staff:child ratio at all times.

Staff also have designated roles:

Dawn Hanley: Special Education Needs Co-ordinator

Sonny Hanley: Health and Safety Officer

Manager : Child Protection Officer
First Aid Co-ordinator

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 then please contact the Play Leader (contact details are at the back of this Handbook).

TERMS & 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 Director and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served (with siblings of children already attending taking priority) basis. 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 done on an automated basis and your child will be allocated the same sessions for the next academic year. If you need to make changes, you must inform us in writing.

Payment of fees

Fees are charged at £7.20 for a before school session and £13.50 for an after school session (£11.50 for Friday PM).

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept childcare vouchers.

- Fees are payable monthly, between 1st and 14th of each month. Fees are worked out on a pro rata basis and split into 11 equal payments (Sep – July). No payment is required during the month of August.

- Fees can be paid by cheque, bank transfer or direct debit.
- There is a charge of £12 per 15 mins (or part thereof) for late collection, which will be added to the next invoice.
- The club charges a non-refundable booking fee of £30 per child to secure a place at the club.
- Fees are charged for booked sessions whether the child attends or not, including when your child is sick, or on holiday (regardless of the amount of notice given).
- The price per session per child applies to all children. This is payable for all booked sessions.
- If payment is not received by the 14th of each month, a reminder will be sent and a £10 late payment charge applied. If payment is still not received after a further 7 days then this will result in your child's place being suspended until the debt is cleared, in full, within 14 days. If the debt is still not cleared after this time then your child's place will be terminated. This place will then be offered to the next child on the waiting list.

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 Director. 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 Play Leader know as soon as possible. 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 the 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.

See our [Child Induction Policy](#) for more details.

Arrivals and departures

A register is taken when children arrive in our care, and staff will sign your child in and out. During the afternoon session, our staff collect children from Holy Name and escort them to the Club.

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. See our [Arrivals and Departures Policy](#) for more details.

The Club finishes at 6pm (5pm on a Friday), if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £12 per 15 minutes, or part thereof, will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6.30pm 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.

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 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 your 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.

For more details on equal opportunities and special needs, see our [Equalities Policy](#).

GENERAL INFORMATION

Behaviour (children)

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 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 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 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 there, 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 the Play Leader 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 Play Leader 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 your child's key person, the Play Leader, 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/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

Dawn 'Til Dusk OOSC Ltd.

C/O Holy Name Catholic Voluntary Academy
Otley Old Road

Cookridge

Leeds

LS16 6NF

Website: www.dawntildusk.co.uk

E-mail: info@dawntildusk.co.uk

Twitter: @dawntilduskoosc

Facebook: Dawn 'Til Dusk Out of School Club

Club mobile number:

07400 516 507 (Please leave a voice message if there is no reply. Please note that the club phone is only manned during club opening hours. For out of hours contact please use email where you will receive a quick response.)

Ofsted Registration No: EY550637

Company No: 10522065

Registered Office: 16 Bond Street
Wakefield
WF1 2QP

Early Years and Childcare Service

Children's Services

Leeds City Council

Adams Court

Kildare Terrace

Leeds

LS12 1DB.

Tel: 0113 395 1100

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231