



## **Crocodile Club**

### **Parents' Handbook**

## **ABOUT THE CLUB**

Crocodile Club is registered with Ofsted (Registration No 110667) and is based in Stockcross School. The club is open from 3.15pm until 5.45 pm Tuesday, Wednesday & Thursday, during term time. We are open to children from Stockcross Primary and Welford & Wickham School

### **Aims**

At Croc 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, physical play, and reading. In addition, other resources are available for the children to select from our equipment library. We cook, have the occasional film night and occasionally use laptops for educational games.

### **What we provide**

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 collect 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 eat together in a calm atmosphere promoting good manners and conversation at the table.

### **Staffing**

#### **Crocodile Club Team**

We are very lucky to have a qualified team who work within the Stockcross school environment as learning support assistants. Our staff are trained in First Aid, Fire safety, SEN, Health & Safety Child Safeguarding trained and are DBS checked. We have all worked at Stockcross School for over 10 years.

#### **Sarah Begley. Administration/Finance Manager/General Manager**

Sarah has years of experience working with children and has her Level 3 play work qualifications. Along with supporting and supervising the children Sarah takes care of all the clubs administration and Finance needs. Sarah also works as the Kite Federations School Business Manager.

#### **Paula Allen**

Paula has a long history with Stockcross School. She is Seedling class Level 3 teaching assistant/ Specialist TA, the schools ELSA assistant (Emotional literacy support assistant)

and the Kite federation family Support Worker Paula is Crocodile clubs EYFS (Early years foundation stage) key person and is up to date all OFSTED early years policies.

#### Liz English. Chairperson

Liz is a HLTA Higher Level Teaching assistant at Stockcross School. She is well known throughout the school and became Crocodile Clubs Chairperson in 2018. Liz is responsible for the clubs policies and procedures.

#### Karen Wood

Karen is a Level 3 Specialist Teaching Assistant and Lunchtime controller at Stockcross School. Karen has over 10 years' experience working with children and is a valuable member of the Croc team.

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 in this Handbook).

### **Organisation**

Crocodile Club is run as a not for profit organisation, employing four staff. We enjoy a very close working relationship with Stockcross Primary and Welford & Wickham School to ensure continuity of care, and to maintain good communication links.

### **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 on the school website and are available for parents to consult with on request.

# 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 Manager 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 £13.75 per session. Sessions are booked termly. Crocodile Club does not operate a “drop in” system. Fees are payable in advance by cash or cheque, bank transfer, Tax-Free Childcare or childcare vouchers.

We accept vouchers from the following childcare voucher schemes, the club manager can help with this.

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 Manager.

## 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 Manager. 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 Manager 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. Staff are available on open mornings at either school on request. Please contact the Manager to arrange this.

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.

See our **Child Induction Policy** for more details.

## Arrivals and departures

Our school staff escort the children to the Club. A register is taken when children arrive in our care, and we sign out your child each day when you collect them by your name and time. Children from Wickham and Welford will be transported by Mini Bus during school hours 3.10PM. A small donation is asked by the school for this service.

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 5.45pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5 per 15 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.15pm 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.

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)

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 because of special needs. We will try to be flexible 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 here, 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 as soon as possible.

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 always ensure the safety of the children, 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.

## 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.

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.

## Privacy Notice

At Crocodile Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email, Class Dojo and post so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child.
- are required to by government bodies or law enforcement agencies.
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them.
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*



## **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 Details**

### **Sarah Begley. Administration, Registration & Billing**

Telephone: 07765928359

Email: [crocfinance@Stockcross.org.uk](mailto:crocfinance@Stockcross.org.uk)

### **Liz English. Information**

Telephone: 07540706695

Email: [crocinfo@Stockcross.org.uk](mailto:crocinfo@Stockcross.org.uk)

### **Stockcross School Office (for first contact only)**

Email: [Office@stockcross.w-berks.sch.uk](mailto:Office@stockcross.w-berks.sch.uk)

Telephone: 01488608356

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