



Before & After School Club Policy

Hillside Primary and Nursery School

Twilight Club

'Care from dawn till dusk'

Introduction

Twilight Club is part of Hillside Primary and Nursery School and exists to provide flexible, high quality out-of-school hour's childcare. All children attending Hillside that are aged from 3-11 years are very welcome. We provide a range of stimulating and creative activities in a safe and homely environment. Every child is treated with the care and respect that we all deserve.

Twilight Club operates from 7.00am – 8.45am and from 3.15pm - 6.00pm term time. Our holiday club runs during school holidays and INSET days. We have several sessions available, full day 7am-5.30pm, morning 7am-1pm and school hours (8.45am-3.15pm). A copy of this policy is provided to all parents of children attending the club and is available on the school website.

Admissions

- Children attending Hillside Primary and Nursery School are eligible to attend during for breakfast, afterschool and our holiday club.
- All places are subject to availability, please note that we do get very busy and advise booking sessions in advance to avoid disappointment.
- The registration process must be completed prior to your child attending. We require emergency contacted details along with the names of all the adults that will be collecting your child from Twilight.
- All parents are required to sign the completed form and return to us.
- All club staff are made aware of the details of a new child.
- Children's attendance is recorded on an electronic register.

Arrival and Departure

Before School Club

- On arrival at Hillside school please use the intercom on the pedestrian gate to make us aware of your child's arrival, accompany your child to the Twilight entrance where a member of staff will be waiting to greet you, if you wish to speak to a senior leader please feel free to stop for a chat.



- We have a wide range of toys and crafts based around the topic of the week for the children to use or if they are not early birds they are able to spend time in our calm corner for quiet time.
- All children are required to arrive before 8am, 8am is breakfast time, we consider this to be a social time and do not want to be interrupted by late arrivals.
- Children will be taken to their relevant classes.

After School Club

Collection of Children

- A register is sent to each class informing the teacher who will be attending Twilight Club.
- Children will be collected by a member of the Twilight Club staff and will be taken to our room where we have a wide range of activities available to choose from or a chance to chill out in our calm corner.
- The register is taken to account for every child before serving a freshly prepared healthy snack.
- If your child is attending an afterschool activity please inform Twilight Staff so we can arrange collection at the appropriate time.

Departure

- Collection is from 4pm, your child will be signed out by a member of the team.
- Anyone collecting must be on your named collectors list, no child will be permitted to leave with an unnamed collector. Collectors must be 16 years old and over.
- Parents/carers must ensure that any person who may collect their child is listed on the online registration/booking system and that it is kept fully up to date, including up to date contact details.
- Parents must inform the club staff if their child is going to be absent from the club, this can be done via email or dojo. Please note that we operate a 24 hour cancellation policy, any refunds due are in the form of user credit to use against future bookings.

Daily Routine

Morning session

- 7.00am – 8.00am, children's arrival.
- 7.55am – Everyone helps to tidy the room and prepare for breakfast at 8am.
- 8.25ish – We discuss our topic for the week, singing and story time. As a group we sensitively discuss what is happening in the news and world around us.
- 8.40am children collect their belongings before being taken through to class and handed over to their relevant class teacher.

Afternoon session



- 3.15pm – Children are collected from their classroom and taken to the club. The register will be taken to account for each child, again please inform Twilight directly if your child is not attending the session as this causes concern if they are not present.
- 3.30pm children will be served a freshly prepared snack, as this is a social time, staff sit with the group and discuss what they have been doing during the school day. The menu for each term will be posted on Dojo. Children can choose from a range of play and planned activities, both indoors and outdoors (weather permitting). We have lots of toys and equipment for free choice too.

Behaviour

Whilst attending the Twilight Club children are expected to:

- Use socially acceptable behaviour.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Choose and participate in a variety of activities.
- Ask for help if needed.
- Enjoy their time at the club.

Positive behaviour is encouraged by:

- Staff acting as positive role models.
- Praising appropriate behaviour.
- Informing parents about individual achievements.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, if necessary, the child will be temporarily removed from the activity.
- Staff will explain why the behaviour displayed is deemed inappropriate.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child. The reasons and processes involved will be clearly explained to the child and their parent/carer.

First Aid

- All accidents will be recorded on the online system and accurately reported to the parents/carer upon collection by a member of Twilight staff, parents also receive an email of the first aid incident.
- Accident records must give details of; time, date and nature of the accident, details of the child involved, type and location of the injury, action taken, and by whom.
- All incidents are dealt with by a qualified first aider.

Parents of any child who become unwell during club hours will be contacted immediately. If a child is sent home during school hours, the club should be informed by parents of their absence.



Missing or Uncollected children

Missing children

In the event that a child goes missing, the following procedure will be undertaken:

- Senior school staff will be informed of the missing child.
- Club Manager/Deputy will search the inside of the building and delegate an outside search of the building to another member of staff. If the child remains missing, the emergency services will be contacted.

Uncollected children

If a child has not been collected by 5.50pm parents will be contacted in the first instance by telephone. The additional contacts parents have provided will be telephoned in the second instance. If these contacts are unavailable after approximately one hour, the Police and Social Services will be informed.

A charge will be levied for late collection. A fee will be applied for late collection from 6.00pm term time and 5.30pm holiday time at £1 per minute per child. This charge will be added to your account and will require immediate payment.

Bookings and Payment of Fees

Twilight Club Fees.

Breakfast Club	7.00am – 8.40am	£6 per child
After School Club	3.15pm – 6pm	£9 per child
Holiday Club	7.00am – 5.30pm	£26.50 per child

Morning holiday club 7am-1pm £18.50

School hour holiday club 8.45am-3.15pm £18.50

*Please note our cancellation policy is 24 hours, all refunds due are in the form of user credit to use against future bookings.

We have an online booking and payment system, an email address will be needed to get your account registered with the club. Once your registration is complete, you can book your child's sessions online. Payment of fees are via the booking system, we accept debit cards and childcare vouchers. All sessions require prepayment, if using the childcare voucher option payment must be sent monthly, debit card/instalment plans will also require monthly payment. We do not offer credit.

The parent signing the club's registration form is known as the 'contracting parent' and is responsible for payment of all fees.

If a parent is experiencing difficulty with payment of their fees, they should contact the Twilight Manager as soon as possible. Our staff will treat all matters confidentially and arrange for discussions in private.

Related Whole School Policies:



- Child protection policy
- Equal opportunities policy
- Health and Safety policy



Please complete and return to the school office.

Hillside Primary and Nursery School Twilight Club Agreement

Iparent/carer of
have read and accept a copy of the the Hillside Twilight Club policy and agree to abide by the terms there in.

I accept that I am the 'contracting parent' for the above child and agree to make payments to Hillside Twilight Club each month when invoiced.

The sessions in this contract are 7.00am – 8.45am and 3.15pm – 6.00pm. Holiday Club 7.00am- 5.30pm. Please note that all children must be collected before 6pm term time and 5.30 holiday time.

Parent name and sign.....

Parent email address.....

Date

OFFICE USE

Signed on behalf of Twilight..... Date.....

Print name.....