



# Parent Handbook

S4YC  
Out of School Club





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## ABOUT THE CLUB

S4YC is registered through Ofsted to provide childcare for children aged 4 to 11 years. We are open from 7.30am/7.45am - start of school and end of school - 6.00pm weekdays during term time and 8.00am - 6.00pm weekdays, during school holiday time.

All settings are registered and regulated by Ofsted.

### **Aims**

Our aim at S4YC is to facilitate children's play alongside a range of fun activities in a safe, secure and welcoming environment. We firmly believe that Out of School club belongs to the children so endeavour to offer a service tailored to their requirements whilst working in partnership with the school to improve the availability of childcare for working parents. We also aim to ensure that the children's physical and social needs are met through activities that differ from those that occur within the school day. By promoting a good working relationship between schools, parents, children and staff, S4YC positively encourages children of all ethnic origins, racial groups, religions, cultures, linguistic backgrounds and abilities ensuring that they feel valued and respected.

### **What we offer**

Although we plan activities for every club session, our priority is to facilitate play so activities can often take an unexpected turn! Planned activities include a selection of arts and crafts, cooking, film nights, sporting games and activities and various themed sessions. During their time at club children choose activities that suit them best.

At S4YC we recognise the importance of a healthy and nutritious diet. Our breakfast consists of toast, cereal and fruit and is served between 7.45 am – 8.30 am. Juice, milk and water is available to drink throughout the session. On arrival at after school club children are offered a drink and fruit/biscuit. A healthy snack is served at about 4.30pm. Snack varies from week to week. We ask that you let us know if your child has any special dietary requirements. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.





## Staffing

Out of School Club is staffed by a day-to-day operations Manager, and up to three play-workers/sports coaches, some of which work within the school setting during the day. As a result we are able to provide a smooth transition between school and club. All of our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training and are all DBS checked. We maintain a staff/child ratio in line with Ofsted guidelines.

Each setting is also supported by a Senior Safeguarding Lead, Compliance Manager, Business Manager and Planning Manager.

## Policies and Procedures

The club operates under a number of policies and procedures, copies of which are held at the club and are available at any time. Copies of policies relating to safeguarding, fees, behaviour and admission are distributed to all users regularly and you will be made aware of any policy changes as they occur.





A background collage of various images showing children and adults in different settings, including a child reading, a child with a dog, a group of children, and a child holding a book. The images are faded and serve as a decorative background for the text.

## **TERMS AND CONDITIONS**

### **Admission**

It is our intention to make S4YC – Out of School Club accessible to children and families from all sections of our local community. Admission to the club is organised by the manager and a waiting list system may be implemented if and when the need arises. A completed registration form is required for each child attending and we ask that we are kept up to date of any changes in these details and ensure that all details concerning your child are confidential. Your bookings will role over from the end of each academic year to the start of the next school year. It is your responsibility to inform us of any changes.

### **Induction**

Children and parents/carers are always welcome to come and see the club before the child's first day. Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including snack times, collection, children's meetings). All questions and enquiries (no matter how small) are encouraged and responded to promptly.

### **Payment of fees**

Fees are payable in advance by cash, cheque, childcare vouchers or via our online payment system. Cheques should be made payable to "S4YC Limited". If you are claiming tax credits we recommend that you make payments directly to us online so that you have receipts of payments if and when required by the tax office. Please ensure you keep copies of your invoices/receipts, as any additional copies will be charged at a rate of £25.00 per request. The price per session per child applies to all children and is payable for all sessions including when your child is sick. Bank holidays and professional days will not be charged for. Once you have booked your child into club, monthly invoices will be calculated and sent out to you. In order to do this accurately, please let us know in advance if you require to make changes to these bookings. We urge you to pay promptly to avoid a late payment fee of £12.50 per week or your child's place being terminated. If you are having difficulty paying fees please speak in confidence with one of the managers.

### **Changes to days and cancelling your child's place**

If you want to terminate your child's place at club we require 1 months notice. To cancel a session we ask that you give us at least 2 weeks notice where possible. If your child is ill it is important that you inform us so we know not to expect them on that day. Requests for changes to days should be made to the setting manager and will be accommodated where possible. If club is full to capacity then late bookings may have to be declined. Where ad hoc sessions are required please be realistic in giving as much advance notice as possible. On the day bookings cannot be guaranteed.

If you need to discuss any invoices, payments or any other related enquiry please speak to the setting manager or our Business Manager 07717 383702.

Any bad debt at the end of each term will be forward to our debt collection department, this may lead to money being recovered via the County Courts.

### **Increase in Fees**

From time to time we will review fees, this will normally take place towards the end of each term. Fees may increase due to a number of reasons, increase in the living wage, NI/pension contributions, rent, general club costs. We will always give you 6 weeks notice before any fee increase takes place.



## Arrival and departure

Infant children are escorted to their classrooms prior to school and collected from their class by S4YC staff after school. A register is taken during each breakfast club and after school session and a signing in/out sheet is used. Please ensure this is completed for each child. As stated in our 'Collection and Departure' policy children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted. The club finishes at 6.00pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £10.00 per 15 minutes may be charged if children are collected after 6.00pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred. All children are required to be signed in/out by an adult.

## Safeguarding

At S4YC we share an objective to help keep children safe from harm and abuse. We strongly comply with local and national safeguarding procedures and ensure that all staff are appropriately vetted and trained to undertake their safeguarding responsibilities effectively. If you have any concerns please contact the Senior Safeguarding Lead David James 07734 705559, in his absence Marc Sewell 07814 389469

## Equal Opportunities

S4YC Out of School Club is committed to equal opportunities and aims to demonstrate, through our activities, that children of all ethnic origins, racial groups, religions, cultures, linguistic backgrounds and abilities are valued and respected. We aim to equip our children with an awareness of our diverse society and to appreciate the value of difference. Discrimination on the basis of colour, culture, religion, origin, sex or ability is not acceptable. The premises we use for our club sessions is accessible to all and we will make every effort to accommodate and welcome any child with individual requirements. We frequently work and liaison with parents/carers and relevant professionals to meet a child's specific needs within the club's limitations. Each case is assessed individually and risk assessed to ensure everyone's safety.





## GENERAL INFORMATION

### **Behaviour**

For safety and consistency and to create a safe environment in which the children can experiment and develop, it is important to work within behavioural guidelines so that the children know what is expected of them. The rules are discussed and drawn up by the children and staff. Children are reminded of these rules frequently and appropriate behaviour encouraged through praise. We place an emphasis on respect, care and consideration between children, staff and visitors.

All anti-social behaviour will be challenged and discussed. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. S4YC – Out of School Club recognises 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 strive to be flexible in order to accommodate such cases.

Parents will be liable for any costs if children damage/break any equipment due to poor behaviour.

### **Illness**

We are unable to care for children who are unwell. Please inform the manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 24 hours after the illness has ceased.

### **Accidents and First Aid**

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. The majority of our staff are trained in first aid and first aid kits are readily available when required. An accident form is filled out for all accidents that occur at club. If the injury is minor, for example a bruise, scrape etc. you will be notified when you collect your child. The child's parent/carer will then need to sign this when collecting the child. If your child bumps their head or is involved in a serious accident requiring further medical attention, you will be contacted immediately.

For the safety of all who attend S4YC Out of School Club fire drills are carried out regularly.

### **Medication**

A form will need to be completed for any child who requires medication during club hours. Without written consent, we are unable to administer any medication. All medication must be clearly labelled with your child's name and dose requirements.

### **Complaints Procedure**

If you feel the need to make a complaint you should contact the Compliance Manager who will deal with the situation and keep a written record of any complaint and action taken.

Telephone number: 07581 075534

Email: [info@s4yc.co.uk](mailto:info@s4yc.co.uk) / [paula@s4yc.co.uk](mailto:paula@s4yc.co.uk)





## PLEDGE TO PARENTS/CARERS

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 enabling 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.

### **Other important information**

#### **Write to us:**

Fairfield House  
104 Whitby Road  
Ellesmere Port  
Cheshire  
CH65 0AB

**Telephone/e-mail us:** Senior Safeguarding Lead: 077347 05559 / [info@s4yc.co.uk](mailto:info@s4yc.co.uk)  
Compliance Manager: 07581 075534 / [paula@s4yc.co.uk](mailto:paula@s4yc.co.uk)  
Business Manager: 07717 383702 / [kaye@s4yc.co.uk](mailto:kaye@s4yc.co.uk)

#### **Club Staff**

Persons responsible for the club: David James / Marc Sewell  
Senior Safeguarding Lead: David James  
Compliance Manager: Paula Adolph  
Business Manager: Kaye Forshaw  
Planning Manager: Dani Morris

#### **Ofsted**

ARC Team  
Picadilly Gate  
Manchester  
M1 2WD  
Tel: **0300 123 1231**







## Child Care Voucher Identification Codes

If you want to make payment vis Child Care voucher please find below the S4YC user codes.

Voucher Company	Identification number
BUSY BEES/COMPUTER SHARE	0013874866
ACCOR/EDENRED	P20526337
FIDELITY	S4YC Out of School Club
KIDS UNLIMITED	336549
KIDDY VOUCHERS	CH65 6TQ
SODEXO	808993/Post Code CH2 1ED
CO-OP	85104520
CARE 4	66222647
EARLY YEARS VOUCHERS	10480
RG Vouchers	21777057305

## Ofsted Registration Numbers

Setting Name	Ofsted Number
Bishop Wilson Out of School Club & Preschool	EY453899
Christ Church Out of School Club & Preschool	EY429979
Gayton Out of School Club	EY492001
High Legh Out of School Club	EY498199
Parkgate Out of School Club	EY435673
St Luke's Out of School Club & Preschool	EY549964
Sutton Green Out of School Club & Preschool	EY492555
The Firs School Holiday Club	EY542036
Upton Heath Out of School Club	EY415296
Willaston Out of School Club	EY432634
Willaston Preschool	EY541928
Whitby Heath Out of School Club & Preschool	EY409751
Whitby Heath – Chester Road Preschool	EY490118
Woodlands Out of School Club & Preschool	EY398639

