



Terms & Conditions

Aims & Objectives

The after school club will be run from the end of the school day to 5.30pm in the evenings Monday –Friday term time only.

Creations, encourages children to participate in activities. It also offers the children a chance to make new friends and compete in friendly competitions with their peers. Creations offer places to all children regardless of gender, race, religion, or ability. Each child is encouraged to develop new skills, strengthen existing ones, and join in on all the fun to the best of their ability.

At Creations after school club we aim to provide the highest quality children's activities, whilst making it fun and exciting for the children to enjoy themselves, in a safe and stimulating environment.

Our experienced Creations staff is on hand to provide fun, games and structured classes geared to promoting active learning, catering for all individual needs. Multicultural awareness, physical, intellectual, emotional and social developments are some of the areas included in the fun and games for all children, from 4yrs –11yrs.

Staff to child ratios are On site- 10 children to 1adult Off site- 8 children to 1 adult

Staff & Recruitment Policy-Creations consist of 1 Club Supervisor, 1 Deputy Supervisor and 2 Play workers whom all hold relevant experience, in children's activities. Other members of staff hold N.V.Q certified qualifications, and workers without this, would be training towards, such an award.

A first Aider would be on site at all times, and hold the relevant first aid certificate.

All staff are subject to police checks and cleared of full (CRB) disclosures.

It is important that Parents/Carers inform Creations staff of any allergies/illnesses that their children may have, this should be included on the registration forms and upon signing in/registration.

It is important that known parent/guardian/carers inform a member of staff should someone different arrives to collect your child for any reason. Creations policy is that parents have the responsibility to inform staff at the club and to provide the staff with a full description of the individual collecting on every occasion.

Payments

IMPORTANT PLEASE READ CAREFULLY

Parents are to ensure that payments are made every four weekly, on the given date that the after school club announces for fees. 95% of the Parents fees are subsidised by working Tax credit, and therefore parents have the responsibility to ensure payments are made on time. This payment method insures that parents remain in credit at all times. In addition to this every parent needs is to make a payment of one weeks deposit, (**Deposits are not refunded. Deposits are offset against your Childs last week at the club**).

Parents are also expected to make payments in the event of personal holidays, school inset days, bad weather conditions and unforeseen circumstances i.e. closure of the school for health and safety purposes.

Late charges-Any parents who fail to make payments on time at the start of any month or new term will incur a £10.00 charge.

Any parents who have out standing balances continuing on to the following month or term will also incur a £10.00 charge as well as the late charge above.

As well as the additional charges, which **will be made** for late payments, the consequences of payment failure are as follows.

Strike- In the event of creations after school club continuously appealing to parents regarding late fees we may have no other option but to take a one day paid strike. We need to inform all parents that without receiving the fees on time, this service is unsustainable. We would like all parents to consider; the other parents who always pay their fees on time and the impact a strike could have on them!

As a result of individual parents not complying with the payment plans, creations will be forced to **terminate our childcare agreement with you.**

Charges-There will be an on the spot late charge of £5 for the first 15 minutes you are late and £10 for every 15mins you are late after.

Parents are expected to continue making fee payments to the club, for their child /ren's places, even when their children are absent from the club, for whatever the reason. This ensures that there child/ren still has a place at the club upon their return.

NOTICE- Parents are expected to give 1 weeks notice to the club if their child/ren no longer need the service, this notice should be given in writing and your Childs deposit will be offset against the last week of their attendance. NOTE Creations will continue to charge parents until notice is given in writing as We are charging parents for the space and not for the attendance. Once notice is given this will bring our contract to an end.

Collecting your child (unforeseen circumstances)-If you are likely to be delayed, please telephone Creations staff on the (contact list below)

Children must be collected from the creations after school club by parents/guardians no later than 5.30pm the finishing time. Under no circumstances are children allowed to leave the premises without an adult.

TELEPHONE NUMBERS:

07941-106-651/07956-894-717 /07981-010-384

Creations

Non-collection of a Child-In the rare event that a child is not collected from Creations after school club, every effort will be made to find the relevant parent/guardian/carer. We will refer to the completed registration form regarding “emergency contact” and attempt to contact them. If the relevant contacts cannot be made, and the time of collection is significantly passed. We will then inform the local police and the relevant out of hours, social services “duty” emergency team (0208-937-1234)

Lost Child

- In the unlikely event of a missing child, staff will:
Notify the other members of staff.
Ask the remainder of the group if they saw the child concerned leave the club area.
Check the immediate surrounding areas.
Contact the Supervisor in charge and explain the situation.
Contact the child's parent or guardian.
Contact the police, providing extensive information.

SUPERVISOR WILL NOT

Move too far from the place the child went missing as they may return.
(This usually applies during half term periods & play schemes)

Food & Drink-The children at creations will be offered a selection of snacks. All children will have a varied choice and a say in what they eat. Healthy food will always be creations first option, and drinks will ALWAYS be provided for all children. Unfortunately Creations no longer provide hot meals, this is due to the healthy schools options according to FOOD TRUST, and therefore Creations have no choice but to conform to the set regulations. **Children will be offered fresh sandwiches/light snacks, fresh fruit, cereals, milk and water.**

Health & Safety-In the event of a fire alarm, staff will follow the Club's evacuation procedure, which the supervisor will initiate in the specific group. All staff takes part in Health & Safety training in respect to all venues.

Accidents -If your child is involved in a knock or bump, the incident will be recorded in the accident book, you will be notified and asked to sign/date the book, on your arrival at the club. In the case of an emergency, a trained member of staff will be with your child and you will be contacted immediately. Please note that there is a First Aid Box/Kit at every club site.

Other guidelines include-**Creations will not be held responsible for any lost or stolen items. (Including clothing)**

No adults are to enter the club area without the permission of staff.
Appropriate footwear must be worn at all times.

Illness-If your child had/has diarrhoea, vomiting, sickness, worms, head lice or any contagious condition, they must have completely recovered for at least 48 hours before they can come back to the after school club.
For the health and safety of the staff and other children Creations staff may refuse admission to a child who they feel is not well enough.

Infectious Diseases Incubation Period -These are the incubation periods as advised by a local community Physician:

MUMPS Incubation 12-26 days/ Isolation until swelling has subsided

MEASLES Incubation 10-15 days/Isolation 7 days minimum

GERMAN MEASLES Incubation 14-21 days/Isolation 4 days from onset of rash

CHICKEN POX Incubation 21 days/ Isolation 7-10 days If you or your child has had an infectious disease or condition, please inform, the Creations staff so that other parents can be notified, however minor you feel it may be.

Asthma -Creations staff is trained regarding the effects of asthma and the symptoms, parents/carers/guardians are requested to inform a member of the Creations team if your child suffers from asthma. Asthma is a common cause of ill health among young children. Asthmatic children vary in the extent to which they are affected by their illness and most cases are mild and easily controlled. The majority of children are able to participate fully in the range of activities we offer.

Behaviour Policy-We like all the children to enjoy their time with us at Creations. Therefore, any behaviour we feel unacceptable will be dealt with at the time, kindly but firmly, by way of verbal discipline only. We also encourage the child to sit down with us and reflect on what they have done. Positive behaviour is encouraged and reinforced. We believe that we all have a responsibility in this respect if we are to ensure a positive learning environment. We believe that the responsibility lies with staff, parents and children.

Behaviour guidelines below-Our philosophy on behaviour is based on a few rules: Which staff and children have all participated in making

1. We should not fight
2. We should not swear
3. We should not talk when we are eating
4. We should not run in the club
5. We should not push each other
6. We should Respect each other
7. We should Clean up after ourselves
8. We should Listen
9. We should Think before we act
10. We should always tell the truth
11. We should stay in the allocated after school club areas
12. We should have freedom of expression

If we break any of the club rules we will have to sit in time out to reflect on our actions.

Special Needs Policy-Support is provided for children and parents with special needs, time is encouraged to speak to the parents/carers to find ways in which Creations staff can work with and assist encouraging a happy, confident child. All children are encouraged/included in all play and activities, where possible we will strive to adapt activities & play to enable all children to participate.

We endeavour to address the variety of individual needs while integrating the child fully into our club.

Possible Support Strategies for Pupils with special needs.

Initially observe and record difficulty.

Communicate with staff to assess the extent of difficulties and 'Trigger Patterns' etc.

Use simple group management techniques to control the situation i.e. change seating arrangements or groups.

Use focus, praise and reward (behaviourist approach).

Discuss with parents and devise strategy with their support.

Equal opportunities -All children are welcome at Creations After school club.

We endeavour to treat everyone in exactly the same way, but strive to ensure that we offer the same opportunities to each individual and tailor our environment and activities appropriately.

Appropriate advice and co-operation with the school, parents/carers are fully encouraged and actively sought. Staff are offered training and development opportunities to facilitate recognition of individual's special needs and act appropriately.

Bullying -We take bullying very seriously. It is wrong in any form and should be stopped. ALL children have the right to come and play at creations without feeling scared or unsafe. Bullying can start early in a child's life. 3 and 4 year olds can be bullied. Bullying can take many forms and may not always be obvious. What is unwelcome or even frightening to a child may seem trivial to an adult. All complaints of bullying should be taken seriously.

Bullying is not simply violence, or the threat of physical violence, it is any behaviour designed to undermine, humiliate someone. It may consist in lots of small incidents, which cause a child to 'overreact' to a trivial event, which is the last straw. Other children may not want to be witnesses as they are scared themselves. They may be so relieved not to be the subject of the bully themselves that they collude with the bully as a way of avoiding attention.

Action

- We will investigate all incidents thoroughly.
- The bully and the victim will be interviewed separately. The victim will need to be confronted and listened to.
- The bully should also be listened to, but sufficient action taken to prevent reoccurrence.
- It is usually useful to support the victim, and tell the bully they will be dealt with later.
- The sanctions in the 'promoting positive behaviour' policy should be used to get the bullying stopped.
- We do not just blame the bully; we look at everything that has contributed to the situation.

- We will talk to the victim first and then the bully to see if they can come up with a solution.
- A written record and witness information should be kept where appropriate.
- Other staff members and the parents should be informed if appropriate.

Child protection-Creations staffs are given information on procedures for suspected child abuse and have participated in child protection training. If parents/carers have feedback or an allegation on a member of staff this should be forwarded to the Club manager. However if parents are not confident in this method/ strategy then it is the parents “right” via the following address below

**OFSTED. Tel: 0845 601 4772/ enquiries@ofsted.gov.uk
Royal Exchange buildings, St Ann’s square, Manchester , M2 7LA**

Questionnaire for children

Please help your child to complete this questionnaire a month after their registration

Your name: _____ Your age: _____

Your club's name: _____ **Today's date:** _____

We want to find out what you think of your club. If you need help to fill in this form please ask an adult.

YES NO DON'T
KNOW

What do think of your club? Do you like it?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

What things do you like about it?

What things do you not like about it?

Were you made to feel welcome when you first came to the club?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Were you told the names of all the staff?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Did you settle down quickly in the club?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Do you have children's meetings with the playworkers?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Do you know the club rules?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Did you agree to follow the rules when you joined?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Do you think the rules are right?

YES NO DON'T
KNOW

Do you think the games and activities offered at the club are good?

What new games or activities would you like to see?

Do you like the food offered at the club?

What do you like about food that is offered to you?

Do you get a chance to help make the food?

Do you have any suggestions for ways that we can improve your club?

Thank you for filling in this form

Questionnaire for parents

Please complete this questionnaire a month after registering your child

Name of Club: _____

We want to find out what you think of the club and whether we provide you a good service. We would like you to fill in this form by ticking the boxes where appropriate and making any comments in the spaces provided.

YES NO NOT
 SURE

1. When you first visited the club, were you and your child given a Warm greeting?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

2. When you first came, did you get enough information about the **Club: fees, names of staff, opening hours, policies?**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

3. Was there any information you would like to have got but didn't? Please state:

4. Did you get a chance to settle your child in, in a suitable way?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

5. Did the staff discuss club rules and the 'positive behaviour code'?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

6. Do you get the chance to:

Talk to staff if you want?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Help on outings?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Join in club activities?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

7. Are there ways that you could be better involved or more informed? Please state:

- | | YES | NO | NOT
SURE |
|--|--------------------------|--------------------------|--------------------------|
| 8. Does the club give regular information about its activities? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Do you feel you know what your child does and how they are progressing at the club? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Have you been encouraged to be involved in the club's management? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. What are the best things about the club?

12. What are the least good things about the club?

13. What improvement or changes would you like to see?

14. Any other comments.....

Thank you for filling out this form.