



Parents' and Carers' Handbook

Bournehall Primary School – September 2023

ABOUT THE CLUB

ORGANISATION

All Aboard Kids Club is an Ofsted registered wraparound care provider. Our Ofsted Registration Number is 2530636, and you can view any inspection reports for All Aboard Kids Club here: <https://reports.ofsted.gov.uk/provider/49/2530635>

We are based in the mobile hut on the grounds of Bournehall Primary School, where we run a breakfast club from 7.30am until the start of school, and an after-school club from the end of school until 6.00pm on weekdays, during term time. The mobile hut has a large indoor play space, as well as its own toilets, kitchen facilities and cloakroom area. We also have access to the school's playground, apparatus and playing field.

All Aboard Kids Club Limited is run as a private business. We enjoy a fantastic close-working relationship with Bournehall Primary School to ensure continuity of care, and to maintain good communication links.

AIMS

At All Aboard Kids Club, we aim to provide a stimulating environment where young people can feel happy, healthy, and safe before and after school. Our club aims to be accessible to all children and families from the school, from Reception (October onwards) to Year 6.

WHAT WE OFFER

Our club follows the Playwork Principles, so children are free to choose activities as they wish. There will always be a selection of resources available, including board games, puzzles, card games, role-play resources, small world sets, construction kits, sensory toys, table-top sports, reading materials, and arts and crafts. Furthermore, we have focus activities, which the children help to plan, based on notable dates and current interests. Our bank of resources will grow based on ideas provided by the children.

WHAT WE PROVIDE

The club recognises the importance of healthy nutrition and aims to meet individual dietary requirements and parental preferences wherever possible. We use fresh ingredients and follow statutory guidelines.

Our breakfast club provides toast with toppings, ready oats, a range of cereals and fromage frais. In addition to this, we rotate extra options such as crumpets, bagels, and breakfast muffins. Fruit juices are on offer with breakfast, along with drinking water.

After school, we provide healthy snacks, including toast, sandwiches, wraps and crispbreads, with fillings and toppings, fromage frais, and fresh fruit and vegetables. We also rotate extra options such as toasties, bagels, and pittas. Squash is available with our after-school snack. Fresh drinking water is always available during sessions.

We value providing a calm and friendly atmosphere around the food table. To promote independence, we encourage the children to help prepare their own snacks, and clear away after themselves.

We invite the children to eat breakfast as soon as they join us, to allow lots of time to play afterwards, and stop serving breakfast at 8.15am, to give staff time to pack away. To support children's voices, they can choose when they would like to eat after-school snack, which is available from 3.30pm to 4.45pm.

Children will unfortunately not be permitted to bring their own food to the sessions to avoid issues with allergies. Please feel free to discuss our food options with a member of staff if you have any questions or requests.

STAFFING

Both the breakfast club and the after-school club are staffed by a Manager, and at least one other playworker. In addition to this, we have volunteer staff and relief staff, to help us continue to provide a reliable service on a daily basis.

All our staff members have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks, and we maintain a staff to child ratio of at least 1:8 for under 8s and 1:10 for over 8s.

As the Managing Director of All Aboard Kids Club, Bret Dunham holds the following responsibilities: Special Educational Needs Co-ordinator, Equalities and Inclusion Co-ordinator, Health and Safety Officer, Fire Safety Officer, First-Aid Co-ordinator, Child Protection Officer, and Data Protection Officer.

Each permanent member of staff is also a Key Person, supporting our Reception aged children with how they settle and engage within the club.

If you have a query or concern, please contact the Manager. Our contact details can be found at the back of this Handbook.

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, and on our booking site, to ensure they are available for parents to consult at all times.

REGISTERING AND BOOKING

ADMISSION

Registration and bookings will need to be completed through our booking system on our booking site: <https://allaboardkidsclub.magicbooking.co.uk>.

Towards the end of each academic year, sessions for the following academic year go live. If you are registered with us, you will be notified when sessions will be available for you to book, with the following priority:

1. Parents who have existing regular bookings at the club, to allow the same sessions to be re-booked.
2. Parents who already have one child booked in to attend the club and would like a sibling to attend.
3. Parents who have previously used our club, but do not have regular bookings.
4. Parents who are new to the club.

Once sessions do become available for you to book, we would encourage you to make regular bookings for the full academic year, using monthly instalments, to ensure a space for your child is secure.

Bookings can also be made on an ad-hoc basis, by 9.00pm on the evening prior to the session, if there is availability.

FEES AND PAYMENT OF FEES

During the booking process, you will be instructed to set up your method of payment. Fees can be paid in advance or monthly. We accept payments via credit/debit cards, and we are registered with a variety of childcare voucher schemes, including the Government's Tax-Free Childcare scheme.

Our current fees at Bournehall Primary School are:

BREAKFAST CLUB From 7.30am: £6.50	AFTER-SCHOOL CLUB Collect by 5.15pm: £11.75	AFTER-SCHOOL CLUB Collect by 6.00pm: £14.00
BOOKING FEE Per Booking: £2.00	LATE BOOKING FEE* Per Session: £4.00	LATE COLLECTION FEE Per 15 Minutes: £10.00

**For sessions booked or swapped after 9.00pm on the evening prior to the session*

Understanding that childcare can be costly, we have implemented the following:

- Option to set up monthly instalments at no extra cost, if more than 30 sessions are booked, to avoid paying full fees upfront.
- 10% discount for any bookings of a full five-day week of after-school club sessions.
- 10% discount for any additional siblings booked in to after-school club sessions.
- Some support for parents of children registered as eligible for free school meals.

Please ensure that fees are paid promptly, as non-payment of fees may result in your child's place being terminated. If you are having difficulty paying fees, please contact the Manager to discuss this in confidence. See our [Admission and Fees Policy](#) for more details.

TEMPORARY CHANGES TO YOUR BOOKING

It's best to get in touch if you would like to request temporary changes to a booking. Please make sure to get in touch before our cut off time of 9.00pm on the evening prior to the sessions involved, as changes requested after this time will be subject to our Late Booking Fee.

PERMANENT CHANGES TO YOUR BOOKING

Bookings can be amended or cancelled at any time on the club's booking site. However, please be aware that 4 weeks' notice is required to receive credit for any cancelled sessions. Credit will not be given for any sessions cancelled within this period through our booking system.

Please feel free to get in touch to let us know about any changes that you plan to make, as we may be able to swap sessions or resell spaces, meaning you can receive a refund. See our [Admission and Fees Policy](#) for more details.

ATTENDING THE CLUB

INDUCTION

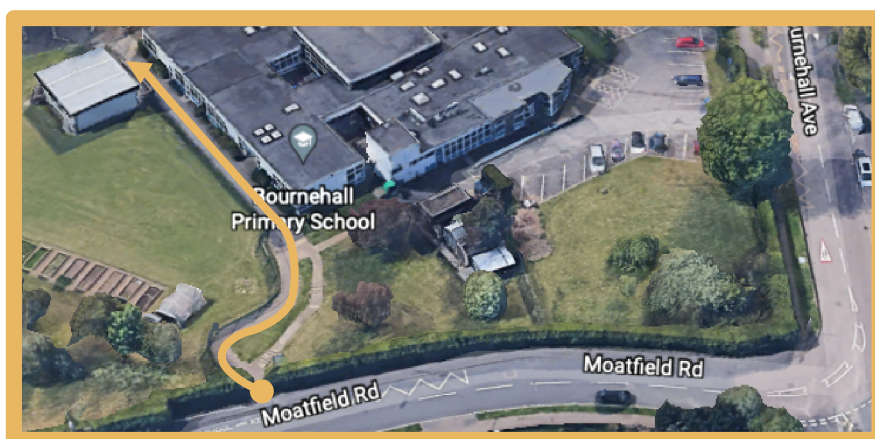
You and your child are more than welcome to visit the club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Please contact the Manager to arrange this.

During your child's first session, time will be set aside for an induction, which will include running through the club's rules and routines, showing what's on offer, touring the areas of the club, explaining food options and timings, and introducing your child to the staff and other children. Another child can be allocated to act as your child's buddy for the first few sessions if necessary. See our [Child Induction Policy](#) for more details.

ARRIVALS AND DEPARTURES

Parents and carers must accompany their children into breakfast club, via the entrance on Moatfield Road, where a member of staff will sign them in. At the end of breakfast club, children in Reception to Year 2 are taken to their classrooms. Children from Year 3 to Year 6 make their own way to class.

At the beginning of the after-school club, a staff member will collect children from Reception to Year 2 from their classes and take them to the club. Children from Year 3 to Year 6 will make their own way to the club. A register is taken as children arrive in our care, and a member of staff will sign the children out when they are collected.



We expect that your child will normally be collected by the collectors who you have named during the registration process. 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 to a person unknown to us without your authorisation. We will not release your child to anyone under the age of 16. See our [Arrivals and Departures Policy](#) for more details.

The club's session times end at 5.15pm and 6.00pm. If you are delayed for any reason, please telephone the club to let us know. A late payment fee of £10.00 will be charged at the start of every 15 minutes that a parent is late. This is to ensure any extra staff wages and any other costs incurred are covered. If your child remains uncollected over 30 minutes after the end of the booked session, and you have not notified 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 ABSENCES

We need to know if your child will not be attending the club. Even if you have informed the school, it's vital that you notify us directly, as the school is not expected to pass this information on. In cases of illness or emergency, please contact us as soon as you can.

If your child doesn't attend a booked after-school session, and we have not been notified, we will have to treat them as a 'missing child' and follow our [Missing Child Policy](#).

Please be aware that all booked sessions will be charged for, including when your child is sick, at another club or on a school trip or holiday.

GENERAL INFORMATION

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 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 ensure the safety of the children at all times, and the club is fully insured. Our team members are trained in first aid and first aid kits are kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. See our [Illness and Accidents Policy](#) for more details.

MEDICATION

If your child needs to take any form of medicine whilst at the club, you will need to provide the club with its own supply of the medication, as we do not have access to the school's medical supplies and ensure the correct information regarding the medication has been provided on our booking site in advance. See our [Administering Medication Policy](#) for more details.

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

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 and will not tolerate any form of racial harassment.

ADDITIONAL NEEDS

We make every effort to accommodate and welcome any child with additional needs. We will liaise 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 elements relating to children with additional needs. See our [Equalities Policy](#) for more details.

BEHAVIOUR (CHILDREN)

Children and staff members have created rules for acceptable behaviour whilst at the club. These are displayed at the club for everyone to see, to help promote an atmosphere of care, consideration, and respect for everyone attending. This includes 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; the use of a tickers; 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 additional needs. We try to be flexible to accommodate such cases. See our [Behaviour Management Policy](#) for more details.

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 more 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.

COMPLAINTS PROCEDURE

If you have any queries or comments, or need to discuss any matters concerning your child, please feel free to speak to 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 All Aboard Kids 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 details you give us to contact you via phone or email, so that we can send you information about your child, our club and other relevant news, and 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 (e.g., online bookings and 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, at any time. We will respond to all such requests within 28 days.

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/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 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 special activities and events.**
- **Listen to your views and concerns to ensure that we continue to meet your needs.**

CONTACT INFORMATION

CLUB BOOKING SITE

<https://allaboardkidsclub.magicbooking.co.uk>

OFSTED TELEPHONE

0300 123 1231

CLUB TELEPHONE (CLUB HOURS ONLY)

07942 257 699

OFSTED REGISTRATION NUMBER

EY2530635

BRET DUNHAM (MANAGER) TELEPHONE

07583 474 399

OFSTED ADDRESS

Piccadilly Gate

Store Street

Manchester

M1 2WD

CLUB EMAIL ADDRESS

admin@allaboardkidsclub.co.uk

CORRESPONDENCE ADDRESS

All Aboard Kids Club

Bournehall Primary School

Bournehall Avenue

Bushey

WD23 3AX

HERTFORDSHIRE SAFEGUARDING

CHILDREN PARTNERSHIP

0300 123 4043

BOURNEHALL PRIMARY SCHOOL

TELEPHONE

02089 504 438

This handbook was updated in June 2023. The information in this handbook is subject to change during times where we review our policies and procedures, and when government guidance is updated. Parents registered with All Aboard Kids Club will be notified.