

EXTENDED SERVICES

**EARLY BIRDS AND NIGHT OWLS CLUB (EBNOC)
AND NURSERY**

Chinley Primary School

Policies Booklet



All policies and procedures in this booklet should be read in conjunction with whole school policies which can be found on the school website – www.chinley.derbyshire.sch.uk

Mission Statement

Our extended services including Nursery and EBNOC aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

Aims

Early Birds and Night Owls Club (EBNOC) aims to:

- Offer an inclusive service, accessible to all children attending Chinley Primary School and Nursery
- Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a range of resources and equipment which can be used under safe and supervised conditions
- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- Work in partnership with the school and parents to provide high quality play and care
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- Keep parents and carers informed about changes in the administration of the Club and to listen and respond to their views and concerns
- Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- Employ experienced, well trained staff and offer them appropriate support

Arrivals and Departures Policy

We recognise that the safe arrival and departure of the children in our care is paramount.

The member of staff in charge will ensure that an accurate record is kept of all children attending the provision, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

Checking Attendance

The provision and school have a clear agreement concerning the transfer of responsibility for children's safety.

If a child is booked into the provision but has not arrived for the club session in the evenings, we will check whether the child was present at school that day. If the whereabouts of the child is not known, we will first contact the club leader; then ring the parents; if the child cannot be located then staff will immediately alert the Headteacher and follow procedure for any child missing from school.

Arrivals

Our staff will greet each child warmly on their arrival at the provision and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

Staff will ensure that they sign children out as they leave, including the time of collection.

Children can only be collected by an adult who has been authorised to collect them on their registration form.

The child's parents or carers must inform the service in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures.

The parent or carer must notify the service if they will be late collecting their child. If the service is not informed, the **Uncollected Children** policy will be followed.

Children over the age of 8 will only be allowed to leave the service alone at the end of the session if this has discussed and agreed with the child's parents and written consent received.

Children below the age of 8 will not be allowed to leave unaccompanied.

Absences

If a child is absent from the service having been pre-booked the service users will still be charged.

Admissions and Fees Policy

Service users are encouraged to pre-book their children into the provision to ensure that a place is available. Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. All other children of Chinley Primary School

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant provision information including:

EBNOC service and policy information; registration form, medical form, booking form, child information and photo permission form.

If a place is available, the child will be able to attend the provision as soon as the completed forms are received. If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

Booking procedure

Parents must complete the necessary paperwork, i.e. pre-booking, registration, medical, booking and child information and photo permission forms, before their children can attend the club.

Booked place:

Once booked, if a child does not attend a charge will be made for this place.

Occasional booking:

We will accept occasional bookings as long as there are places available. If a place has been booked and is no longer required the place will still be charged for.

Unpaid Invoices

Where payment has not been received within agreed timescales the **Extended Schools Debt Recovery Policy** will be followed.

If there is any difficulty on settling any debt it is vital that school are contacted as soon as possible in order that any individual circumstances can be discussed with the Club Manager or Headteacher. Wherever possible the school will adopt a sensitive approach to debt recover; however open, early communication is essential.

Child Induction Procedure

When children first join EBNOC they will be allowed to settle in at their own pace. We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the provision and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the service if this has not yet been done.

Induction for new children

The new child will be introduced to all members of staff and informed about any other regular visitors to the club.

- EYFS children and their parents will be introduced to their key workers.
- The activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the provision and told where they can and cannot go.
- The child will be introduced to the other children.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the extended school environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Complaints Policy in conjunction with Chinley School Complaints Procedure

We aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Records of all complaints will be retained for a period of at least three years.

The manager – Wendy Christie - will generally be responsible for dealing with complaints.

If the complaint is about the manager, this will be dealt by the school Headteacher who will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log**. Any complaints which cannot be resolved informally by the club manager will be dealt with through the **Chinley School Complaints Procedure** involving the Headteacher.

If child protection issues are raised, the manager will refer the situation to the designated Safeguarding Lead who will then follow the procedures of the **Child Protection and Safeguarding Children Policy**. If a criminal act may have been committed, the manager will notify the Safeguarding Leads or contact the police if necessary. Any action taken will be recorded, dated and signed.

Emergency Evacuation/Closure Procedure

We will make every effort to keep the provision open, but in exceptional circumstances, we may need to close at short notice.

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the provision, we will follow the normal, school fire/emergency evacuation procedures:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows, if it is safe to do so.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will contact the Headteacher.
- All children will be supervised until they are safely collected.

If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

Fire Evacuation Procedure

We understand the importance of vigilance to fire safety hazards. Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.

Children will be introduced to the fire safety procedures during their settling in period and through fire drills.

All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.

Fire doors are kept closed at all times but never locked.

Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance.

All fire drills are recorded in the School **Fire Drill Log**.

The Club has notices explaining the fire procedures.

In the event of a fire we will follow the normal school **emergency evacuation procedure**

Illness and Accidents

We will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness. We will record any accidents or illnesses, together with any treatment given, in the **Incident Record** or **Accident Record** book as appropriate.

Staff will discuss any incidents with the adult who collects the child from the provision or if more serious, will contact the parents as soon as possible.

We cannot accept children who are ill in order to protect other service users from contracting any illnesses. If any children are ill when they first arrive at the Club we will immediately notify their parents to come and collect them.

First aid

All staff hold a current first aid certificate. Ensuring that there is a qualified first aider present at every session of the Club. We have paediatric first aid qualified staff on site at all times.

Regular checks are made of the contents within the first aid kit to ensure that they are up to date and contain all that is required in an emergency.

Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

If a child becomes ill during a session, the parent will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.

If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.

If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session – parents will then be informed on collection or, if in the morning session, class teachers will be informed. If necessary, the child's parent will be asked to collect the child as soon as possible.

Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

If the child needs to go straight to the hospital, we call an ambulance and a member of staff will go the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the Medical Form). **In all cases we will contact the parents immediately.**

The EBNOC manager will notify the Headteacher as well as getting replacement staff cover if necessary.

After a major incident the manager and staff will review the events and consider whether any changes need to be made to the club policies or procedures.

Missing Child Procedure

We are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the playground back into school).

If a child cannot be located, the following steps will be taken:

- The service manager will immediately inform the Headteacher; in their absence the Deputy Headteacher. If neither on site then the service manager will telephone the Headteacher.
- All staff will be informed that the child is missing.
- Staff or a senior member of the school staff will conduct a thorough search of the premises and surrounding area.
- If the child cannot be quickly located the service manager will contact the child's parents or carers.
- If no further information on the child's whereabouts after 15 minutes with parental agreement the police will be informed.
- Staff will continue to search for child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

Uncollected Children Policy

We ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

When the parent or carer arrives they will be reminded that they must call to notify us if they are delayed.

The parent or carer will be informed that penalty fees will have to be charged @ £5.00 per 15 minutes (unless there are exceptional circumstances).

Over 15 minutes late

If a parent or carer is more than 15 minutes late in collecting their child, the service manager will try to contact them using the contact details on file.

If there is no response from the parent or carer, messages will be left requesting that they contact school immediately. The service manager will then try to contact the emergency contacts listed on the child's registration form.

While waiting to be collected, the child will be supervised by at least one member of staff.

When the parent or carer arrives they will be reminded that they must call the service to notify us if they are delayed, and that penalty fees (as stated above) will have to be charged (except in exceptional circumstances).

Over 30 minutes late

If the service manager has been unable to contact the child's parents or carers after 30 minutes, the manager will inform the Headteacher (this may be by telephone) to consider contacting the local Social Care team for advice.

The child will remain in the care of the service staff, on the school premises if possible, until collected by the parent or carer, or until advice is received from the Social Care team.

Persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Penalty charges as referred to above for late collection will be applied.

Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.