



## **After-schools Club Parent's Handbook**

As a parent you will want to be assured that the environment in which your child is being cared for will provide the necessary emotional, social and educational stimulation whilst being safe and secure.

We believe that the following will show you that we have your child's best interests at heart and look forward to being partners with you in this important stage of your child's life and development.

### **Aims and Objectives**

The Learning Ladder's After-school's aims and objectives are:

1. To create a stimulating, caring and safe environment for all children within our care.
2. To actively promote the development of positive self-image within all children.
3. To work as partners with parents/carers in an open and honest way.
4. To develop and maintain strong links with other agencies and for them to recognize our professionalism.
5. To create a non-sexist atmosphere by introducing appropriate toys, books and games to encourage equal development of both sexes.
6. To take account of the children's needs, arising from race, culture language and religion.
7. To create a developmentally appropriate curriculum to meet the needs of each individual child.
8. To encourage the participation of parents/carers in all aspects of the running of the afterschool club.
9. To encourage parents/carers to visit the after-school at anytime.
10. To provide an atmosphere that makes the child and parent/carers happy and comfortable within the afterschool club.

## **PARTNERSHIP WITH PARENTS POLICY**

### **Principles**

"Parents are the first educators of their children and should be involved at all stages in their education and development." Policy on Early Years Provisions in NI (1994)

### **Policy's Statement of Intent**

The Learning Ladders afterschool club recognizes the importance of working in partnership with parents/carers to promote the best interests of children and the parents play a key role in the education of their children. The afterschool club will work in partnership with and support parents in this role.

### **Procedures**

To achieve this, the after school club will follow the procedures:

- Ensure parents/carers are given regular information about their child's progress through informal feedback.
- Welcome the contribution of parents/carers and consult with parents/carers on a regular basis e.g. questionnaire, comments book.
- Have meetings at all times and in venues which are accessible and appropriate for all.
- Ensure that all parent/carers are informed about any activities being organized by the afterschool's.
- Ensure parent/carers are aware of the afterschool's policies and procedures.
- Inform parents/carers of the procedures for registering comments or complaints.
- Encourage parents/carers to help with outings.
- Encourage parents/carers to contribute their own skills, knowledge and interests through curriculum activities in the afterschool's.
- Provide parents/carers with regular information by way of notice boards & newsletters

## CONTRACT FOR PARENTS/GUARDIANS CHILD CARE FEES

### Afterschool's Club

2.15pm or after pick up: £13.00 per day

Holiday club: £18 per day

Fees are paid weekly/monthly in advance and must be paid at the beginning of each week/month. A late payment fee will apply if payment overruns this. Normal weekly/ monthly rates of child care will apply during the after-schools club holidays or if the child is absent for any reason. **One month's notice is required if your child is leaving the after schools club.**

### Closures

The setting will be closed between Christmas and the New Year, St. Patrick's Day, Easter, Bank Holidays, a week in July and Halloween. You will be provided with a detailed school holiday list upon commencement of your child's place in the after schools.

### Childcare Vouchers

We accept childcare vouchers. If your work company is registered with a childcare voucher company, give us the details we can register with them.

### Tax Credits

For the afterschools club registration number please ask. **It is your responsibility to have your vouchers or family tax credits active before your first payment is due.**

### Bank Details

**Santander: Magherafelt**

**Account Name: The Learning Ladder**

**Account No: 22508076**

**Sort Code: 090129**

## **ATTENDANCE AND ABSENCE**

Please inform us if your child is going to be absent

All children should attend the afterschool club on the days arranged. It is not possible to switch days. Notice should be given in advance of absence for holidays or appointments. All absent days must be paid for.

It will be presumed that any child who is absent for more than one week without notification is relinquishing their place to a child on the waiting list.

### **IF YOUR CHILD IS ILL**

If your child falls ill or has an accident during the day, you will be contacted immediately. If we cannot contact you we will contact the person listed as your emergency contact.

There is always a qualified First Aider on duty at all times. Staff can give antibiotics providing your child is well enough to attend after-school club .We are unable to give medication without written consent or if the child's name is not on the medication and parents must sign the medicine form on a daily basis.

As a parent/guardian you are expected to make arrangements for your child to be collected as soon as possible should your child fall ill during the day! The proprietor reserves the right to arrange for a child to be transported to hospital in an emergency in an emergency vehicle or ambulance.

A child suffering from an illness likely to be infectious will not be admitted to the after-schools club; vomiting, diarrhea, conjunctivitis..... and should not be returned to the after schools club until they are clear for at least 48 hours. This is in the best interests of all concerned. After an illness, for your child's welfare, please do not return them to afterschool's club until they are fully recovered.

118-120 Main Street, Maghera BT46 5AF  
Telephone 028 79644442  
Email: [admin@thelearningladder.org.uk](mailto:admin@thelearningladder.org.uk)

## **PUNCTUALITY**

We request that you collect your child no later than 5.45pm as this allows time to prepare your child for going home; we have to vacate the premises by 6:00pm where possible please try and let us know if you are going to be late to collect your child.

## **CHILDREN'S CLOTHING AND PERSONAL BELONGINGS**

Please provide the following items, all of which should be labeled; one complete change of clothing including undergarment, a hat, coat and gloves during the winter, a hat and a bottle of suncream during the summer months.

Please discourage your child from bringing toys, money, jewelry or any other valuables to the afterschool's club, as we cannot accept responsibility for loss or damage to any article whatsoever.

## **MENUS**

Our menus are varied and wholesome and include provisions for vegetarian and other dietary requirements. The afterschool's club has a healthy eating policy which adheres to the nutrition guidelines set down by Health and Social Services.

Afternoon snack will be provided daily. The menu is planned on a Rota basis that is displayed on the parent's notice board in the waiting area.

## **GENERAL INFORMATION**

It is important that our opening hours are adhered to as our liability insurance is valid between these times only.

We operate a **NO SMOKING POLICY**

We operate an open door policy. If you have any concerns regarding your child or the running of the after schools club we will always be available to speak to you. For Further information please contact (028)79644442.

## **Safeguarding Children/ Child Protection Policy**

### **Principle**

The Learning Ladder Afterschool's is committed to safeguarding the well-being of children; promoting their rights and best interests.

This policy outlines the protection of children by identifying clear instructions in accordance with the legislative framework of The Children (NI) Order 1995, taking in to consideration the five main principles of the Order, the first being "the welfare of the child is paramount".

### **Policy**

Everyone at The Learning Ladder who comes in to contact with children and their families have a duty to safeguard and promote the well-being of children. The management/staff/volunteers will work with children, parents/carers and the community to ensure the rights and safety of children and to give them the very best start in life.

### **Procedure**

**In accordance with Trust Guidelines, Our Duty of Care and Social Services, at The Learning Ladder we will endeavor to safeguard children.**

Our Afterschool's is committed to building a culture of safety in which children are protected from abuse and harm in all areas of our service delivery/

#### *Staff/ Students/ Trainees/ Volunteers*

- Our Designated Child Protection Officer is Charlene Wilson
- The Designated Child Protection Officer will use detailed procedures and reporting format when making a referral to Gateway;
- Single Point of entry
- Contact Early Years Team
- Where a child is already known to Social Services and has a social worker, we will contact them directly.

## **Complaints Policy for Parents**

Management of The Learning Ladders After-school's club endeavor to quickly and informally resolve concerns through discussion with the appropriate member of the setting staff. All comments and complaints will be taken seriously and dealt with fairly and confidentially. If a parent/carers is not satisfied with any aspect of the provision of care and cannot informally resolve the issue, they may then follow the complaints procedure.

### **Complaints:**

Parents should follow the following steps if they wish to make a complaint:  
Speak to the leader in charge.

- If the issue is not resolved or reoccurs, the parent/carers should put their complaint in writing to the Manager.
- If this fails to resolve the issue, a meeting may be requested with the proprietors and Manager (if appropriate) by writing to the Proprietors.
- Both parties may have a friend/partner present and a written record of the meeting will be kept.
- Most complaints should be resolved at this stage, however should we be unable to reach an agreement; an external mediator may be invited to help resolve the issue.
- In some circumstances it may be necessary to involve the Northern Health and Social Care Trust if a child appeared to be at risk or there was a possible breach of registration requirements. In this case a further investigation of the complaint would be carried out.