


# Parents Handbook

Update 3

# ABOUT THE CLUB

Twirlies is based in The Pioneer Hall, Bois Lane, situated next door to Chesham Bois School. The club is open from 7:25am until 8:25am weekdays, during term time**. Early drop off available for an additional fee.**

## Aims

At Twirlies we aim to provide a safe, secure and relaxed environment, for your children to enjoy and be looked after until school starts.

## What we provide

Our Club has a range of books, drawing equipment and games for your children to engage in whilst they are in our care.

The food that we provide is healthy and nutritious. We provide a range of cereals, toast with a variety of toppings and either milk or water to drink. We promote independence, by encouraging children to get their own breakfast and to clear away after themselves.

We use fresh ingredients and follow statutory guidelines. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat (within a set time period), all food is consumed whilst sitting at the table.

## Staffing

Our Club is managed by Nikki Hendley, who has an enhanced DBS check, Paediatric First Aid Training. I have two children who attend Chesham Bois School.

We aim to provide a smooth transition between club and school.

If you have a query or concern at any time, please speak to a member of staff at the club when you drop off your child. If you prefer to arrange a more convenient time for a meeting please contact the Nikki (contact details are at the back of this Handbook).

## Organisation

Twirlies is run as a private business, currently employing three staff. We maintain good communication links with Chesham Bois School.

## 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 are available for parents to consult at all times.

# TERMS AND CONDITIONS

## Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term.

## Payment of fees

The current fees are **£6** per child per session. Siblings receive a discount of £1, making additional children **£5** per session. Fees are payable half termly in advance by cash, cheque or bank transfer. Cheques should be made payable to Nicola Hendley.

This is payable for **all booked** sessions including when your child is sick, or on holiday.

Adhoc care can be accepted if daily numbers allow and are charged at a cost of **£8** per child (no sibling discount will be given).

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

## Changes to days and cancelling your place

You must give us 2 weeks notice of termination, or of changes in attendance. No refunds will be given for places already booked and paid for. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

## Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

## Arrivals and departures

Upon arrival you will be met at the front door by a member of our team, where you will sign your child in. They will then be taken inside to hang up their coats and bags and will be offered breakfast.

Our staff will then escort your child/ren from Twirlies to Chesham Bois School. We will see them through the gate. We will check off each child that has been signed in before we leave the hall. If it is raining we will hold the children back at Twirlies until a bit later so that they are not standing around in the school playground for too long.

### 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. For more details see our **Safeguarding Policy**.

### 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
- We will not tolerate any form of racial harassment.

### Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison 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.

## GENERAL INFORMATION

### Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes the ethos of care, consideration and respect for everyone attending: 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 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 as a result of special needs. We will try to be flexible in order to accommodate such cases.

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.

### 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. Twirlies 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.

## Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Twirlies we will contact you and ask you to make arrangements for them to be collected.

Please inform Nikki 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 staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed by email or phone on that day. For full details see our **Illness and Accidents Policy**.

## Medication

Please let Nikki know if your child is taking prescribed medicine. Unfortunately we are unable to administer any prescribed medicines at Twirlies.

## Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to any 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 Policy

Your personal information will not be shared with anybody outside of Twirlies and is kept securely by the management.

Please see our **Privacy Policy** for more information on how we process your data.

## Pledge to Parents

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 any changes in 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.

- Listen to your views and concerns to ensure that we continue to meet your needs.

## CONTACT INFORMATION

Twirlies,
Pioneer Hall,
Bois Lane,
Chesham Bois,
Bucks,
HP6 6DH

**Club mobile number: 07795806371** (Please leave a voice message if there is no reply.) (Service is limited in the hall).

**Email:** twirlies@yahoo.com

**Correspondence Address:**

**Twirlies**

**13 Hodds Wood Road,**

**Chesham,**

**Bucks,**

**HP5 1SQ**

Tel (Manager): 07795806371