



Parents Handbook

APRIL 2021

Miss B's BREKKIE CLUB

PARENTS HANDBOOK

ABOUT THE CLUB

Miss B's Brekkie Club starts at 7.30 a.m. and is based at Christ Church Junior School, Woodcote Road, Tettenhall, WV6 8LG.

We serve both Christ Church Infants and Juniors, having strong ties with both schools.

OUR AIMS

At **Miss B's Brekkie Club**, we provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

WHAT WE OFFER

Our Club follows the "Playwork" principles, so the children are free to choose activities and resources they wish.

We love to hear from Parents and Guardians and we are here to answer any questions or concerns you may have, at any time. Please speak to a member of staff at the club when you bring your child or, if you prefer, contact us to arrange a more convenient time for a chat or a meeting (contact details are included at the back of this Handbook).

ORGANISATION

Miss B's Brekkie Club is run as a private business, employing two members of staff.

We enjoy a close working relationship with Christ Church Schools which helps us ensure continuity of care, and excellent two way communication links.

POLICIES AND PROCEDURES

The Club has clearly defined policies and procedures, as outlined in the Handbook.

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INDUCTION

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

We will normally allocate another child to act as your child's buddy for the first few sessions, helping them to feel at home and settle in.

A register is taken when children arrive in our care.

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, in accordance with our Duty of Care.

EXTREMISM AND RADICALISATION

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism.

We comply with local and national child protection procedures and ensure that all staff are appropriately trained. 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, and cultures and languages in our 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 we will not tolerate any form of racial harassment.

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SPECIAL/ADDITIONAL NEEDS

We make every effort to accommodate and welcome any child with special/additional needs. We will work in partnership with parents, guardians 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.

For more details on equal opportunities and special needs, see our **Equal Opportunities Policy**.

GENERAL INFORMATION

Behaviour (children) Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

The Club promotes an atmosphere of care, consideration and respect for everyone attending including 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/additional 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.

See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, (whether a parent, guardian, 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.

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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 illness your child contracts, or you suspect your Child may be suffering from. 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 **Accidents and First Aid 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 comprehensive first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance.

See our **Administering Medication Policy** for more details.

Complaints procedure

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

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PRIVACY

At Miss B's Brekkie Club we respect the privacy of the children attending and their parents/carers. All information 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.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child ceased attending our club.

***we do need to retain certain types of data 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.**

OUR 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 fees and charges, 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.

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TERMS AND CONDITIONS

ADMISSIONS

Our Club aims to be accessible to all children and families from our local community.

We do require a completed registration form for each child before they can attend the Club, as this contains vital information for the care and safety of all Children. All information will be treated as confidential and will be stored and disposed of in accordance with current guidelines and GDPR regulations.

BREKKIE CLUB FEES

A one-off registration fee of **£12.50 per Child** is payable.

Brekkie Club fees, with breakfast included, are:

☼ **£5 per morning for pre booked and paid sessions**, and

☼ **£6 per morning for "Drop In" sessions**

We cannot always guarantee "drop in" places will be available so we recommend pre booking to avoid disappointment.

Sorry we cannot offer discount for siblings.

The price per session, per child, applies to all children. Sorry we cannot offer a discount for siblings. We do not charge for bank holidays and professional training days.

If your child does not attend booked days due to illness or holidays in term time, you will still be charged.

Please ensure that fees are paid promptly. Non-payment of fees will incur admin charges and may result in your Childs place being withdrawn. If this happens another Registration fee will be applicable.

We understand that everyone can experience difficulties every now and then so please, if you are experiencing difficulties with payments, please do not hesitate to speak to us, in confidence.

Booking amendments and cancelling your Childs place We require one month's paid notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager as soon as possible and we will do our very best to accommodate such changes wherever possible.

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Absence and Temporary changes Please remember to tell us if your child will not be attending Brekkie Club for any reason, even if you have informed the School, as we will be expecting your Child and we do not want to disturb you with any unnecessary calls making sure everything is OK

If you know in advance of any days when your Child will not be attending just let a member of the team know by THURSDAY at the latest.

In cases of illness or emergency when notice cannot be given, please call as soon as possible.

We will still need to charge you for absences due to illness or holidays taken in term time.

BREAKFAST

- ☼ Breakfast is served until 08:00am
- ☼ We offer a choice of cereal, toast and yoghurts
 - These options may vary dependent upon Covid restrictions etc
- ☼ We offer Fruit, Milk, Water and/or Orange to drink

TRANSFER TO SCHOOL

- ☼ We walk infant children from Junior School
- ☼ Please ensure that your Child has appropriate clothing and footwear in case of adverse weather conditions

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CONTACT INFORMATION

Miss B's Brekkie Club

Manager:

Manj Bhella

Contact Number:

07946208126

Correspondence Address:

**12 Westhill,
Wolverhampton
WV39HL**

Team Member

Mrs Jane Cox

All Staff and helpers have current DBS checks

Christ Church Infants School

Contact No:

01902 558945

Head teacher:

Mrs Lunn

Executive Headteacher:

Mrs Sarah Blower

Christ Church Junior School

Contact No:

01902 558700

Headteacher:

Mrs Gemma Nash

Executive Head teacher:

Mrs Sarah Blower