



Welcome to Dragonflies, the before and after school club for Kingswood Primary School students.

Please read through the following information, which will help you, as parents/carers, to understand how to use the club and how it operates. Please discuss any areas with your child/ren as you feel relevant. This document will set the standard for the care of your child whether you use the club regularly or occasionally. Full copies of the Policies and Procedures are available to view by request.

The club will work in partnership with parents and carers where staff will communicate any changes, notices, behaviour, developments, etc within the club.

Dragonflies is registered with Ofsted as being a suitable venue and is inspected by Ofsted.

Dragonflies is staffed by Kingswood Village Playgroup. The staff include:

Linzie Clark - Manager

Sarah Kirk - Deputy Manager

Jessica Smith - Playworker

Chloe Howells - Playworker

Laura Smith - Playworker

Hannah Alexander - Bank staff

Dragonflies is run from the School Hall (unless re-arranged to a classroom at the discretion of the Head Teacher).

Your child/ren's safety is of paramount importance. Each member of staff is DBS checked and no member of staff will be allowed to work for Dragonflies unless they have been fully DBS checked in accordance with OFSTED and LEA guidelines. For further information please see the Kingswood Primary School Safeguarding Policy and Playgroup/Dragonflies policy. Please also see Playgroup/Dragonflies policy on fire safety and risk assessment.

In line with current Health and Safety legislation and the EYFS safeguarding and welfare requirements 2021, the club will carry out regular risk assessments and take appropriate action to deal with any hazards and risks identified. It is the responsibility of the manager (Linzie Clark) to ensure that risk assessments are conducted, monitored and acted upon. Please refer to Playgroup/Dragonflies risk assessment policy available in the school office.

Before school, the children are offered a selection of cereal or toast with a drink for breakfast. KS1 children will be escorted to their classrooms between 8.20 and 8.30 am. KS2 children will make their own way to their own classrooms.

After school, children are offered a snack and drink. Teachers will have a copy of the Dragonflies register and will send children to the School hall at 3pm. KS1 children will be collected from the classroom by the Dragonflies staff and escorted to the School hall.

As the children arrive at Dragonflies they are checked in by the staff. After registration and maybe a quick chat children have free play choosing from our vast array of toys and equipment. There is always a craft activity organized for the children to choose to do with a member of staff.

Weather permitting, children go outside to play after snack.

Please note that all breakfast cereals and snacks will be healthy options and please remember to indicate any food allergies or intolerances on your registration form.

Admissions and Bookings:

The Dragonflies registers are kept in the school office from approximately 8.30am until 3.00pm, so please see the school administrators or telephone the school if you need to make any bookings or cancellations during those hours. Bookings should be made at least 48 hours in advance wherever possible.

Short notice bookings: we understand there will be occasions where Dragonflies is needed at short notice. In these circumstances please contact the school administrators in reception on 01453 842197 and ideally give at least 24 hours notice. In circumstances where this is not possible, please notify the school administrators by 14.15 on the day concerned.

An emergency contact and medical form **MUST** have been completed **BEFORE** attending Dragonflies for the first time. Parents/carers must make staff aware of any changes to these details as soon as possible. Please make staff aware of any specific needs, religious information or illnesses, intolerances or allergies so that they can discuss how the club can make the play experience a positive one.

Payment and Cancellation:

The cost of the before school session is currently £4.70 per child; 20% reduction for additional siblings (£3.75).

Short after school session (3-4.30pm) is £7.05 per child, reduction of 20% for additional siblings (£5.60).

Long after school session (3-5.30pm) is £11.75 per child, reduction of 20% for additional siblings (£9.40).

Children attending School run after school clubs can attend Dragonflies on a reduced time session of 4-5.30pm (Late session) for a fee of £7.05.

Short notice bookings are subject to the same booking fees. Please note no reduction in payment is acceptable for early collection of children.

Payments for short notice bookings are expected to be paid in full by the end of the working week in which they occur.

If a place is cancelled with less than 48 hours notice, the charge will still apply.

Bookings can be cancelled with more than 48 hours notice. Any cancellations should be made in writing and given to the administration staff in the school office. A refund will be given within 28 days.

Bookings should be made via ParentPay. All parents will be issued with a ParentPay log in when the child starts at the school. Payments are also to be made via the Parentpay system.

If payment is not made within the timescales detailed above, a final demand will be issued. If payment is not made by the date on the final demand, £10 will be added to the invoice total, per week of outstanding payment, until payment is received.

If two months invoices remain unpaid, the child's place will be withdrawn.

If a child is to be permanently withdrawn from Dragonflies, one week's notice must be given or one week's fees in lieu of notice.

If absence without notice persists, the management committee reserves the right to make a charge to recover costs.

Fees will be subject to review on an annual basis.

Arrival and Collection:

The Before School Club is open from 7.45am until school starts at 8.30am.

The After School Club is open from 3.00pm until 5.30pm.

For security reasons, the entry /exit door to Dragonflies (School Hall) is kept locked unless the children are playing outside.

Drop off is at the side door to the School Hall (accessed via the playground) in the morning. Collection in the afternoons is from the main office door (please ring the buzzer).

On arrival and collection staff will sign the register and note the time. The club is not responsible for your child until he/she enters the building. No child will be accepted before 7.45am.

If the parent/carer wants their child to be given medicine during the session by a member of staff, they must complete and sign a Medication Consent Form.

If the child is to be collected from Before/After School Club by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. Only those with suitable identification, or known to the members of staff will be authorised to collect children. In the event that someone else should arrive without prior knowledge, the club will telephone the parent/carer immediately.

If a child leaves the School grounds every effort will be made to encourage the child to return. If a child then leaves, the parents and police will be notified immediately.

Uncollected Children/Late Collection from Dragonflies:

A charge of £10.00 will be made if a child is not collected by 5.40pm, to cover costs incurred. If you know you are going to be delayed (due to unforeseen circumstances) you must telephone the Dragonflies playleader on 07927 574256 no later than 5.25pm. If the call is not answered you must leave a message.

If a child has not been collected by 6.00pm and the playleader has been unable to contact the parent/carer on any of the emergency contacts, then the local Social Services Department will be contacted.

Persistent late collection may result in the loss of the child's place at the club.

Illness:

Please see Infectious and Communicable Diseases Policy for full details.

Sickness and Diarrhoea - no child should attend the club until symptoms are clear for 48 hours. If children are sent within this time they will be sent home.

Headlice - if you have found lice please inform a member of staff and take appropriate action to minimise spread.

Antibiotics - for the first 24 hours we will not administer medication for infection. A child must be taking the medicine for at least 24 hours before attending the club. Calpol/Nurofen will be given with written permission from the GP and parent/carer.

Behaviour:

For further information please see Kingswood Primary School Policy and Playgroup/Dragonflies Policies relating to behaviour, suspensions and exclusions policy.

Behaviour in a small setting is important for the happiness of the group. Staff, children and parents/carers take ownership for their own behaviour and those of their children. It is expected that adults conduct their behaviour appropriately thus promoting a positive atmosphere for children.

Procedures are in place to protect staff, children and parents/carers from violent or potentially violent conduct/behaviour (see policy for full details).

Unacceptable behaviour is defined here as any behaviour which causes discomfort to others and/or a breach of safety, ie; physical violence, swearing, bullying (either verbal or physical), disruptive and destructive behaviour, rudeness, abusive behaviour, not abiding by safety rules in the club and school, emotional disturbance or deliberate vandalism.

Dealing With Unacceptable Behaviour

Children:

- 1) An immediate verbal response
- 2) An explanation to the child as to why the behaviour is unacceptable
- 3) If the child has been reminded twice, he/she is re-directed to another activity and closely monitored by an adult

4) If the problem persists, the child is sent to the playleader, who will talk to the child regarding their behaviour and occupy the child. After a given time (depending on the age) the child is allowed to return to the group. The adult who supervises the group will direct and engage the child in a positive, constructive activity. The adult will also monitor the child closely.

5) The member of staff who dealt with the situation will record the incident and follow the procedures as described above. She will discuss with the parent at picking up time, why and how the sanction was carried out.

Adults:

1) A verbal warning will be issued and the incident will be recorded

2) A second verbal warning will be issued, followed at the earliest opportunity by a written warning and the incident will be recorded.

3) If the unacceptable behaviour continues, the management committee will decide if it is appropriate for the adult to have access to the setting and school site.

4) If any physical threat is made at any time, the issue will be forwarded to the police on all occasions.

To reinforce positive behaviour ground rules are drawn up by the staff and children and reviewed periodically. These rules are promoted at all times by staff.

Complaints

At Dragonflies, 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. Please notify Linzie Clark (Manager) at the earliest opportunity.

The Playgroup/Dragonflies complaints policy is appended to this file. Records of all complaints will be retained for a period of at least 3 years.

The Management Committee:

The management committee consists of parent Governors, Playgroup Committee members, school staff and employees of the club. The group oversee the general operation of the club. The voluntary members are elected each year at the relevant AGMs to which all parents/carers are invited to attend.